103. What recommendations do you have for Project Edison going forward?

<u>Wave 1</u>

1.   Have better training

2.   Somebody needs to have a "Come to Jesus Meeting" to get someones attention.

3.   It would be very helpful to not have to project your time for >12 days of the month.This is my only problem with the program.

4.   Supply personnel to enter data.Provide adequate training.Test the system.For example, a message is received when a travel claim has been filed, the link provided to access a travel claim does not work.

5.   None

6.   Better training.

7.   better training

8.   finds a sytem to pay people and medical reimbursements in a timely manner

9.   It is just going to take a little time to learn how everything operates and what to do or not do. Patience, patience, patience.

10.   no recommendations

11.   Keep going forward, don't stop, and don't go backward. Training and actually using this program is the only way people will quit focusing on the negativity. You can lay off the ones that won't use it and won't go to the training classes.

12.   Hold implementation and actually perform a study of state systems in use in other states. Get Peoplesoft to produce a system that does not require the state of Tennessee to rewrite rules, regulations and laws just to get the system in line. Peoplesoft should adapt their system to the state, not vice-versa.

13.   Need to make sure all data for the first six months from STARS gets converted to Edison and all transactions from other agencies that charge interdepartmental to allow us to receive reports about our current financial position.

14.   Involve the agencies more in the decisions made about the system. Listen to their concerns and stop thinking it is just complaining. These people have years of experience in these areas and they need to be included in the process.

15.   1. Omit most of the classroom training.2. Expand on the workshops and make them available to employees before implementing Wave 3 and after.3. Continue conference calls.

16. training and simple instructions

17. Slow down. Allow for the more than 3-6 months of feedback from implementation of the smaller agencies (Wave 1 and 2, beforing committing the state fully. Produce a CAFR, with at least the majority of expenditures from a reliable system (STARS) thereby allowing State Audit to focus on the data integrity and internal controls of Edison from Wave 1 and 2. Recommendations from weakness could be implemented prior to implementation for Wave 3.

18. The State should look at software programming to see if there is any way to improve the system.

19. Any project which can improve our system, to allow less paper work and more time on our work would be a good one.

20. No comment

21. Nothing.

22. Test and work out bugs before implemented wide spread. The system should be more user friendly and update in realtime. For example, operate similiar to ordering a book of Amazon.com. Search, select, order....Done! Leave all the codes and technical information behind the scenes. I know it harder said than done, but if Edison was thinking customer service and ease of use when developing the system instead build it and force them to use it, you would not be doing this survey.

23. Create policies and procedures. Provide timely answers and resolutions to problems and questions. We feel as though we have been left hanging with very little support. My main concern is that no one in Project Edison really has a clear view of exactly what the problems and issues are. They seem to be jumping from fire to fire with no clear direction.

24. I don't think it will get any better. We can't even get the time right so there is no reason to believe anything will get better. I would scrap Edison.

25. Better training. Tutorial was a joke and incomplete.

26. communicate through all appropriate means

27. Get prior GOOD training.

28. Repair all aspects of project as now implemented and complete the development to satisfy each deparment's needs before going any farther forward.

29. Slow down and take a breath.

30. Better classes, that don't just teach you how to hit enter.

31.   First I would say they need to train their helpdesk personnel to be able to answer questions that they receive rather than reading a script and pushing the caller off on someone else. That is what a help desk is suppose to do. Second, I think they should hire (or keep) the required amount of people to make sure the system is up and running properly. They have been letting the contracts go which are the ones who know how to fix the problems, then we are in a delay because we don't have anyone around who knows how to fix the problem. This has hurt the implemtation of the system

32.   Make training attendance and passing competency testing manditory for access to the system. Mandate Super Users hold workshops with agency specific issues and concerns. Hold agency management responsible for performance in the system. Any private corporation could do this, why can't the State conduct business like business?

33.   Keep up the good work.

34.   Ask the workers what is wrong and then fix it and don't just tell them to deal with it.

35.   You must train. Lack of knowhow was our biggest problem. The system works, most of the problems are human error.

36.   Slow down and get things right before moving on to Wave 3.Prepare for the possibility of having to revert to legacy systems temporarily for things such as FY 2009 year-end closing.

37.   For those of us who work overtime and may take annual or sick leave during the time the ot was worked, we should still be able to receive our ot pay along with using annual/sick instead of it being flexed out.

38.   Working with each other to resolve the problems and not ignoring the requests for help.

39.   All Statewide contracts active in TOPS should be entered in Edison at the same time.

40.   N/A

41.   I think everyone should have to go to class for Edison.

42.   Phase in phases slower, i.e. a few agencies, work out the bugs, then go global. This would have prevented problems experienced.

43.   none

44.   dont know

45.   The system must be written to acknowledge the Policies and Procedures governing State purchasing practices.

46.   All things considered it will work out when all training is completed.

47.   None

48. Respond to agency questions and problems in a timely manner

49. I know the system is state wide, but I wish there was a way to be more agency specific; to address their particular needs.

50. find another "workable" system or don't try to fix what is not broken

51. Listen to suggestions from those who use it the most.

52. none

53. the catalog in procurement needs better descriptions and pictures

54. NA

55. You need to HEAR the problems and respond not give a run-a-round answer and think everything is working great.

56. Additional training is absolutely necessary using "real world" scenarios.

57. Keep up the great work!!!

58. Plenty of training for trainers and trainees. Promote who contacts are for divisions.

59. Each agency should conduct before implementation workshops on how things will change within their agency.

60. I prefer the old TOPS system and the old POST system and the old Data Capture system. Less work, less errors.

61. I think the whole project should be reevaluated. Is it really worth the extra time that it is costing to enter information and the delays it makes in doing other needed job duties? Even if you are extremely fast - there are so many steps and the system bogs down often. There are even issues that come up from time to time that were not expected.

62. Streamline some of the processes.For example: You have a Multi-Year Agency Contract Approved by G.S. Submit EPro Req. Get Approved. Submit P.O. get more of same approvals.

63. Do something to make sure that it takes less time to perform Edison functionality so that ones job related functions can be performed normally.

64. Everything should be tested to the fullest before releasing for agencies to use. There have been to many errors found after wave 1 and 2 went live and to many work arounds. Every module needs to be tested to the fullest and work out errors asap

65. WE KNOW THEY KNOW THEIR SYSTEM. UNLESS WE KNOW THEIR SYSTEM AS END USERS AND ADMINISTRATORS IT IS NO GOOD. MAKE LESS STEPS AND MORE CONNECTIONS THAT DON'T REQUIRE A MANUAL. WE KNOW

OUR JOBS AND IT DOESN'T SEEM THAT THE PERSONS ACTUALLY HAVING TO PERFORM THE TASK WAS CONSULTED.

66. improve, less duplication

67. Have someone from Edison on site at each agency for immediate help.

68. Project Edison needs some major modifications to work for the State of Tennessee. The money needs to be put up to make these changes and the system should have been complete with sufficient testing prior to implementation.

69. Emphasis on monthly financial reports--knowing what, how, and when is a key factor to our agency.

70. Keep the system for all but financial transactions, procurement, etc. Use quickbooks for financial... at least they work.

71. They have to get thier owen help deskpeople in every building(agency).

72. more one on one training

73. Retest information and get with agencies to work on the problems that they are experiencing. Take more time to train people properly and actually answer questions people have instead of passing them off to someone else or just ignoring the questions altogether.

74. Use it for HR and possibly some other functios that I am not sure of.

75. Needs more time to focus on current issues and more effective consultants.

76. more support and knowlege about who does what

77. Don't

78. I don't have any recommendations at this time.

79. Better and more job specific training.

80. Train the Help Desk staff to HELP right at the phone call --and help should be coming within a day or so--not weeks!

81. Really need cheat sheet manuals, or printable manuals, help screens and definitely the printer friendly versions

82. CONTINUE WITH SIDE BY SIDE OLD SYSTEM UNTIL VERIFICATION OF EDISON'S WORK

83. For this module, I would recommend not going forward. You're throwing good money after bad. It's a sow's ear, it will never be a silk purse.

84.   None.

85.   MAKE ENSUR THE TRAINING OF ALL STATE WORKERS ARE COMPLETED.

86.   keep working hard to resolve issues going foward as they have been doing. This is an enormous task and they are doing a hard job with limited resources. They are doing a great job in resolving issues with the limited resources (skilled workers, enough staff) they have.

87.   As state in the 2nd previous question from this one; Postpone and a complete fiscal re-evaluation

88.   MAKE SURE WE ARE FULLY TRAINED

89.   Maintain system- if problems arise manage to improve system as needed.

90.   Reduce steps to accomplish a task.Simplify rules

91.   Do not have recommendations at this time

92.   IF YOUR GOIN TA DO ITJUST DO IT

93.   No comment.

94.   none

95.   communicate better between F&A and agencies and allow more latitude whenit comes to policy vs edison to get things done

96.   Give us time and more training.

97.   Identify each of the current issues, prioritize and then work to resolve. Once system is functing completely, add more agencies.

98.   Be flexible. Customize the system to work with our financial applications. More knowledgeable trainers. Provide names and numbers of people who can help. Make the website more user friendly. Make the system more user friendly.

99.   None.

100.   On going training needs to continue for Edison past the go-live stage.

101.   It should be fixed to be specific to the state system needs - much of it works like a generic "off the shelf" product

102.   Let employees have more training

103.   Listen to the people reporting problems. Too many times I have heard that the problem I am reporting is not a problem because Edison is working properly and no one has

reported it before.Just don't make a fix to the system and put it into use without testing other features. Some problems have resulted from other problems being fixed.Improve the Edison help desk. It wouldn't hurt for the people operating the help desk to have a little knowledge of the system. Contact users with problems in a more timely matter and then get back with them when the problem is supposedly fixed.Fix the problems and don't try to get work-arounds. Work-arounds are fine for immediate resolution but the problems still need fixing.

104. Training and understanding of the Edison system as it relates to the different jobs.

105. None

106. All reviewers/approvers have a 24 hour review deadling for sending travel on to the next reviewer. In this office it sometimes will sit for a week after submission. My 2nd and 3rd reviewers are much more timely.

107. Make sure those designing the system and the workflows have exprience in the ares they are designing. Involve all stakeholders in the design, implementation, and testing of the system prior to placing it into production. Stop blaming the majority of problems on users, becuase they "supposedly" are resisting change or were not trained properly.

108. MAKE FINANCIAL REPORTS AVAILABLE

109. good luck - you'll need it

110. None.

111. Not sure.

112. class room training should be better or let us do it at the office by pc if all class is going to be is someone clicking the power point to the next screen and reading it to us. maybe let classes be for remedial. would save time since schedules are busy and being notified you have three days of training M-W on the previous Fri afternoon is a nightmare to work out

113. Focused working groups, testing protocols, and user acceptance prior to go live.

114. needs to be more user friendly

115. none

116. None

117. Two steps forward, three steps back.Typical governmenet bureauracy.

118. GREAT JOB

119. I use Edison to submit travel claims. The point to point mileage calculations do not appear accurate in many instances. Also, the copy button does not work. So, why is it there?

120. None.

121. create better test sites for users to simulate real transactions for their department.

122. Just keep resolving the issues and provide supplemental training

123. More flexability

124. None at this time

125. none

126. Training, training, training! Edison has provided adequate training courses and materials. The agencies need to take responsibility to get their people trained.

127. FIX IT IF ITS BROKEN AND MOVE FORWARD

128. Train Train Train

129. Try using something "Simple", for example, Microsoft Windows.

130. Provide better training. Listen to your customer base, the users. Get feedback from the users instead of offering pronouncements from on high. Realize that not all agencies operate the same way or have the same business requirements.

131. work out the concerns of the supporting modual of Fac Max and M5

132. WORK OUT THE PRESENT PROBLEMS

133. we need training on the fundamentals of transactions. also, we need to stop working around the system and fix the system. I have not had an accurate accounting report in 5 months, and it is my job as a budget officer to be able to tell our director where our budget stands, and I cannot do that. this needs to be fixed immediately.

134. Completely test all procurement related modules ensuring that they work properly and interface with each other (i.e. the punch out module with the Grainger, Fisher Scientific and VWR International catalog) does not interface with the Inventory module.

135. Communicate daily operational problems and advise users if there is a possibility of losing data entered.

136. Overall the system works. My recommendation to "The State" for the implementation of the "Third Wave" would be to gleen the Wave 1 & Wave 2 agencies for experienced personnel, and use these people as the trainers and trouble shooters for the 3rd Wave Agencies, as they (experienced personnel) already have the "hands on" experience with

dealing with the "learning curve" and "solving their own problems". The Edison system is fine, there are always "teething problems" but these are have been worked through. THE PROBLEM has been with apparent lack of knowledge and experience of the Edison Staff. Since the public Comptroller's hearing, it appears that there has been a "management change" at Edison that now appears more active in problem resolution. Combine this with using already experienced employees for the 3rd Wave roll out, and I think you got yourself a winner.

137.   none

138.   have more than a handful of people who know the system well, develope procedures and policies. Adapt policies and procedures to the system and not the system to the policies and procedures

139.   Someone needs to put themselves in the shoes of the people who use it and apply some logic to the programming so it makes common sense I see no rhyme or reason to how it works .

140.   First, hold on to faith. I firmly believe we will get through this trial and come out better for it... it just might take a couple of years. Second, be more forthcoming with information. This secretive stuff is annoying. Third, quit the blame game. It's broke; let's fix it. This is not an Edison against the rest of the State game. We are all on the same team with the same end goal. I know it is as frustrating for you as it is for us but please remember. . . we haven't spent the last 3 years engulfed in the modules. Things that you think should be so simple are, oftentimes, very new to us still. Fourth, send something out giving us a general idea of how we are going to close the year with the data we have. I know the Edison staff has been working 'round the clock but so have many of the wave 1 & 2 agencies. We're out here wondering how we're going to clean this stuff up and be able to close the year.

141.   TO SEE BETTER THINGS HAPPENING WITH THE SYSTEMS.

142.   not sure

143.   NONE

144.   Once the glitches are worked out the project will most likely be much more beneficial, but when it is a new project, it is hard to see a benefit with processing taking so long, or having to re-enter the same information month after month, etc. If there is an easier way I have not been trained with that possibility in mind.

145.   GET WAVE 3 ON JULY 1, 2009. JOURNALS SHOULD NOT BE KICKED OUT BY F&A JUST BECAUSE OF OTHER DEPT NOT COMPLETING THEIR SIDE OR BECAUSE F&A HAS NOT HAD TIME TO APPROVE BY THE MONTH'S CUT-OFF DATE.

146.   Keep at it.

147. ?

148. Don't know.

149. My make sure that most of the problems in Wave 2 can be answer before going on and having more problems on top of those.

150. Do not know enough to recommend

151. Pay attention to the users. There are countless small adjustments that could be made to make this system user friendly

152. The state really needs to actually take the time and really teach not just click away or enter. I know no more about procurement after the class room than I did before. Because I really was not taught any thing, just taught to click or enter.

153. Overall, they have done an okay job. I don't know how it could have gone worse or better so I won't judge anyone.

154. good.

155. train the people that have to work with it.

156. Work closely with the people who do the day to day work in each component.

157. None noted.

158. do not recommend continuation

159. None

160. more training

161. It would be nice if the progammer could correct the Ex. half instead of whole number when receiving or invoices payment.

162. it will not go forward

163. none

164. Go slower and make sure all bugs are worked out before going live.

165. More training offered after go-live. Re-write all of the training manuals. Have a separate training manual for the agency and Central Office. Knowledgeable helpdesk.

166. more training with hands on not internet.

167. Listen to the agency fiscal offices and don't discount them. Agency fiscal officers should have as much input as Edison, Divison of Accounts and Purchasing staff.

168.   don't

169.   I am not a computer programer.

170.   Scrap Facility Max

171.   Continue training, conference calls, and online training.

172.   They need to address our issues and get them fixed. They need to be honest about the system's shortcomings. We know there are many, because Peoplesoft has failed in several other places. They need to acknowledge that the system is not meeting our needs and that this is not going well at all.

173.   Stop changing things around so quickly and stop wasting money on this payroll system.

174.   A complete review and correction of all problems that exist at this time.

175.   Keep up the hard work and long hours.

176.   don't know

177.   None

178.   Continue to think of ways to reduce impact on supervisors. I find myself spending significantly more time approving items than in the past. This limits the amount of time I can spend on my job responsibilities. It would be fantastic if I could receive an email via groupwise that would notify me when there are items waiting on my approval in Edison.

179.   n/a

180.   Train the trainers before they try to train the agencies

181.   CONDUCT PILOT PROJECTS ON ALL PROCESSES WITH KEY STAFF AND GET IT RIGHT BEFOREYOU GO TO ALL STAFF WITH IT.

182.   Do not know. Project Edison seems to have confused many State users. At times, it looks as though the implementations could take a very long time.

183.   no comment

184.   Resolve all existing financial module problems and provide end-users a more time-saving and user friendly system

185.   none

186.   NA

187.   More beginning-to-end training using real life scenarios. For instance, take a real federal grant award and enter the proposal, then transfer it into an award. Let the users see how

the information goes from paper into the system. Or take a request for supplies and enter a requisition and turn it into a purchase order. Take that purchase order and pay the invoice through the Accounts Payable module.

188. RESOLVE PROBLEMS AS QUICK AS THEY COME UP

189. More training, set it up for the state

190. more help/training for the field...

191. Adjust system to save information when not all information is available. Use trainers that are familiar with real life situations to troubleshoot on front end.

192. DO AWAY WITH THE WHOLE SYSTEM AND GO BACK TO WHAT WE HAD!!!!!!

193. more training before implementation

194. none

195. GET RID OF EDISON!!

196. Continue to improve functionality

197. Address the issues at hand and clean up the bugs within the system.

198. Edison needs to supply our needs not us try to match what it offers

199. Fix it before adding more users!Change the attitude of those responsible for fixing the problems. Yes, I saw the WSMV interview with a F&A employee who indicated that the problem with Edison was state employees who did not want to change. That was absolutely not the way to address this problem. Unfortunately, that is the way the problem is being addressed by a lot more people than the F&A spokeswoman.

200. more hands on training

201. More training by own departments of the pieces that are relevant to us.

202. None

203. Communication, communication as stated previously with all involved. I believe that a class showing the complete process in Edision - for all phases - personnel, payment, contract, grants, SBC - etc

204. Provide information that can be seen as a total batch instead of having to go to each individual payment and look it up. Provide a screen where you can tell that a document has been attached instead of having to manually go and look at each payment individual. Vendors are hard to tell if they are inactive and what type of category a busines is with

the vendors on Edison.There are several other reporting reports and screens and other things that need improvement.

205.   Training

206.   Resolve all issues with one module before rolling out additional modules to agencies.

207.   none

208.   Work out the bugs. Make it more user friendly. Make it where you don't have to enter repetitive info.

209.   They need to work out all problems with all parts of the program before going forward. They are also going to need more people since it now takes 2 days to do what we used to do in a few minutes. Also, the training needs to include everything the agencies need to know and the people actually doing the work need to go to the training not just upper management.

210.   ?

211.   Keep working to make users happy by working out the kinks and giving them more training as necessary to make sure that the program is being utilized in the best way that it can be

212.   Delegate more to Edison Team members. Make sure that knowledge has been transferred from those in higher positions have allowed other Edison employees to learn and become more knowledgeable about Edison and how it can make things work better for the agencies. Too much knowledge and control is held by those in the higher positions, this prohibits progress to be made in resolving issues.

213.   Make it easier to change mistakes in the travel input function. (Delete rows, mistakes) Make sure that the point to point mileage is accurate.

214.   Listen to the people doing the job.

215.   Not everything can be considered procurement!! Pay attention to how each department process their day to day work.

216.   Stop requesting that system users complete surveys so soon after implementation!!!!!!!!!!!!!!!!!

217.   None

218.   Make it as simple as possible

219.   The agencies coming onboard during the next wave, consider the taxpayers receiving welfare or unemployment benefits. Assistance or helpdesk should include superusers

who actually know the work being done so they may provide REAL help (from helpdesk).

220. none

221. the State was assured prior to purchase that Edison components would be customized to fit Tn.business practices.Make the vendor honor their commitment.

222. Simplify the data entry process. When entering Travel expenses you should not have to jump around to different screens to enter data it should all be entered on one line. It is confusing to enter in the information by clicking on different things to get to other things just to put in one set of information.

223. Make sure everyone takes the class they need and have time to work on it. (tutorial, etc.)

224. There are too many pages and clicks to get to the main page. Arrange the menu on the top. Example time keeping, travel, procurement, invoices etc. in separate drop downs and have one click to reach the area you will need. Too many ways and very frustrating for inexperience computer user that I know of have a slower time and understanding the process to find the area they need. The visual page has to be moved up and down to view. Simple is best with fewer clicks and OK checking etc. Keep the management in different areas and also the invoices, billing and etc. in separate area too.

225. don't know

226. I have seen marked improvement since Jan.   I think this is headed in the right direction. Better training and quicker response from the help desk.

227. SAME AS ABOVE

228. none

229. slow down on new waves. Lets get the ones we have to operate before giving something else.

230. proper training of EVERYONE

231. Asset Management and financial reporting abilities are the greatest areas in need of addressing.

232. Stop and hold in place until it can be fixed or until replaced. The company that was contracted to establish Edison should be required to fix the program with out spending any additional state funds. State employees that were in charge of coordination of the program, but have not conducted quality assurance to ensure the state received waht was paid for, should be fired. From comments from the Governor and the Director of F&A, it is no doubt that no matter what this survey reports or the previous survey on Pay shows, they will not consider changing or abanding. Therefore, the state is stuck with Edison. So

this survey, to a certain degree, is a waste of time and state funds in a time that the stete is facing huge financial problems.

233. Learn by the mistakes made during the selection process. It appears users were not questioned as to how closely the program matched how we do business. Perhaps, this was the best product available during the selection process. Either way, we have it and we should go forward.

234. More steamlined process and error resolution component.

235. Figure out the right way it's to be done FIRST.

236. New project manager.Inter-agency task force.New module leads.Staff that are willing to embrace the technology not just use it as an excuse to control every transaction that happens in the state.Write policies and procedures that correspond with how the world is in Edison.

237. Continue to be available for those that have questions and need assistance.

238. Add point to point travel locations for everyone's beginning location for the travel

239. Fix all of the problems that are occurring and them implement the next phase.

240. to get to the end

241. Look at the things that went wrong in the first two waves and find a better way to implement those issues.

242. There have been many items that were not considered when Edison went live. Either it was a budget issues and not enough funds were spent to ensure the proper reports and tools were available to use or it just wasn't though about. If there was testing done it was not throughout to prevent delays. Wave 3 needs time to also be able to see how this effects how they internally process and to be able to document the new processes. This has been difficult for us because it changes on a regular basis. Also they need to look at end users and make sure they are trained and understand.

243. "paperless" is not going to happen start listening to the user complaints

244. Help desk email with answers posted on online for all agencies to share. Central communication of universal issues. More concern for personel chartfield issues and financial reporting.

245. None

246. Improve our access to the system

247. I don't.

248. Listen to the users more.

249. Fix General Services Purchasing division issues with contract procurement. Major issues exist relating to item info for new contracts; discounts for prompt pay can NOT be currently processed in Edison; contracts with APCAT (Discounts in cost) can not be used in relation to the contract and have to be fudged. Known issues with procurement were glossed over by Edison personnel leaving Purchasing (General Services) and Edison at odds over who is the creator of the proble with no real apparent resolution as of this date. Purchasing has yet to get a bid out on the street electronically to the bidders using Edison and we are five months into the Wave 1 start date.

250. Questions being taken care of more promptly. Asset Management being improved and some things could be solved by the agency, such as deleting a file-net or changing things on ivoces.

251. Take your time with the implementation. Too much is at stake to hurry and risk making an error.

252. Slow down on implementation & get kinks worked out as we go then go forward..

253. Shut down and go back to old systems until testing is done and all interfaces and functions are working at a more acurate level.

254. I think the only thing that needs to change is talking more to end users instead of some of the folks that do not use the system on a daily basis.

255. It needs to be faster.........

256. None

257. Make the travel approval routing specific. I can't send a notification if I don't know who it's going to.No automatic notification of requested approvals, send-backs, denials is a major flaw in the system as is lack of ability by surpervisors to give proxy for approvals.

258. None

259. None

260. It is a friendly user, We have to advance we can't sit back. Lets move on.

261. I like the management aspect of being able to log on from home, if an absence is necessary, for leave and payroll.

262. NONE

263. Make it compatible with McIntosh computers

264. none

265. I would like to see the system use Google maps to calculate mileage. I would like to be able to type in my home address and my destination address and the distance between the

two be my mileage. If I did this calculation myself on Google, printed it and uploaded it to Edison, my supervisor could see my exact route between the two points.

266. ensure business processes are assessed at the desk top level as to how they will work in Edison prior to implementation

267. Make sure current issues are resolved before bringing up wave 3. The training is too generic.

268. On-site training, on-site training, on-site training.

269. More training and less surveys.

270. Test; debug; test; debug; then test and debug some more. If all issues that are already standing cannot be truthfully be resolved by the beginning of the next fiscal year, the state then needs to look at other options. The Edison project will at that time need to be deemed a failure. Whoever and however this program came to the point of implementation should be (all of them) investigated and brought before the people for fraud and waste of taxpayers monies.

271. Refine, refine, refine

272. None

273. Clean up and resolve all issues prior to Wave 3 go live. We are unable to obtain reports equivelant to the 830 and 836. Redo Training Manuals to match actual steps in System.

274. no answer

275. none

276. none

277. A key person should be appointed to enter information into Edison within each department.

278. Listen to the agencies and fix the problems.

279. None

280. Make more people aware and more training on a larger scale.

281. it can't get any worse- can it?

282. More training on how you actually perform your job.

283. Project Edison needs to have more professional employees to assist with questions and know exactly how the system works.

284. None

285. none

286. No recommendations

287. one issue is that the Help Desk does not notify you when your problem/issue has been resolved. You just have to keep checking the issue to see if they fixed it yet. that takes a lot of time considering they could use the Remedy program to notify the person who called in the help desk ticket.

288. Look at some of the problems - such as ordering supplies and see what can be done to make it easier and smother.

289. Give each department more training

290. ?

291. Training

292. I'm not qualified to make any suggestions.

293. Open - Honest Communications with users on ALL matters.

294. Just stay on top of any issues that state workers are having.

295. Plan, plan, and then plan again. Get agencies involved to determine business processes. Comm. Goetz descision not to customize the system, has put the State at even more risk for failure. The system needs specific customizations in order to have 57 different entities participate in it. Slamming a square peg into this round hole is proving to be a very expensive investment for the State of Tennessee. I am not saying that the system was not needed. Better planning and more customizations, while costing more money, would have saved us more money in the long run. I personally have 160 hours into entering a single requisition into EDISON. Between work arounds, asset ID meetings for existing contract items, entering the requisition 3 times, follow through for each approver, contract balances not being brought over properly, etc... I personally can not say that the $8,000 that the State of Tennessee paid me for my time or the countless $$$ that was spent paying for everyone elses time to get this requisition through was worth it. No one seems to be taking this money seriously when it comes to actually accounting for how much EDISON costs the State of Tennessee.

296. Submitting time sheet on a monthly basis instead of twice a month.

297. Require employees to go to in class training and then practice the new skills in the Sandbox. Attend post go live workshops.

298. Forms and procedures for transactions need to be forwarded to everyone. If personnel are working the Help Desk, they need to be able to answer the question or find someone

who can. I have talked with personnel who go the extra mile and some just don't know what to do.

299. Please refer to previous comment.

300. Test throughly before making changes.

301. IMMDIATELY, GET SOME STATE STAFF TRAINED ON EDISON SO THEY KNOW EDISON AS WELL AS THE EDISON STAFF KNOWS THE SYSTEM.

302. none

303. Stop the click here, click here training and be specific to the agency when training. Make agency specific manuals.

304. Resolve issues more quickly.

305. More training

306. Not sure.

307. Stop. Cut our loses.

308. Get some type of reference for the reports available or how to request reports be configured. Maybe a reporting class. It would also help if an agency had a designated person who could have the ability to do some of the things we have to depend on the help desk to do, for instance, unmatching a voucher.

309. I am not sure what to recommend.

310. Hopefully, these surveys are providing you with useful information and I would continue utilizing them and then acting on the issues that are being identified.Work arounds need to be addressed. The ones already identified have not been resolved and there are still new ones being identified. This is a concern as Edison was to replace antiquated legacy systems that were no longer supported and were bandaided together to keep them up and running. In my opinion, work arounds are no different from bandaids.

311. KEEP ASKING THE PEOPLE WHO IT AFFECT THE MOST, THE LOWER LEVEL EMPLOYEES.

312. find something else that works

313. the more round tables and collaborative discussions that can be held with key partners the better - less dictorial approach to change management

314. There needs to be a lot more problem solving. I don't know how many IT people that they have but I believe they could add some more. There needs to be time frame for responses to tickets. There needs to be a lot more testing down on sourcing to determine all of the problems and fix them. The problems with part of the vendors name or address missing

from the system needs to be fixed. There needs to be a solution for a non-computer vendor to be able to bid. There needs to be additional conversions of contracts before July 1 for the current agencies on Edison to use.

315. Get Edison working correctly before going live with Wave 3 agencies.

316. Put it back in the box and return it for a refund or exchange of a system that actually works properly.

317. I have no recommendations. It has failed in at least 4 other states, so I don't know why we think it will work in Tennessee. But that is not my choice. I will do whatever the higher ups tell me to do and work with whatever system they tell me to use.

318. COMMUNICATION!! Communication of issues from Edison staff is terrible. Their responsiveness to issues and communication to all agencies regarding issues is significantly lacking.

319. none

320. now that it is too late - they should have run both systems side by side for at least 6 months to be sure that everything was covered, get all your ducks in a row before you roll out, talk to the end users before making the program operational - there are so many unnecessary steps involved in the work

321. None

322. no opinion

323. INPUT INPUT INPUT from agencies and what they need for efficient operation. the ability to customoize to every day duties efficiently!

324. Recommendation 1:All staff involved in the system should be trained prior to use of Edison.Recommendation 2:Make it mandatory that all state employees, regardless of their title, should be responsible for entering their own time and their own travel, and TA's. The use of assistants and secretaries to do the Edison work of management is creating an unnecessary overload of work for assistants. Also, if an assistant is entering your time, then approving your staff's time and travel then where is the accountability and review of this process? What does Edison accomplish if department's handle the input and approval in this manner. Answer: nothing.

325. not a edison expert on repairs

326. BETTER TRAINING.Updated General Services manual and Edison online training. Make sure the steps and processes listed are needed and accurate. Information is not correct ,therefore it is hard to complete the steps as listed.

327. have a trial run for financial statement presentation in CAFR format to determine where issues or problems might exist.

328. NONE

329. nothing

330. More time in the "sandbox" environment would have been great and would have allowed for a better projection of go-live issues. Training would have been much more helpful if we had used agency-specific data and processes. The manuals were very helpful, more so than the classes. Workshops could have been held prior to go-live for agencies to transact their own data in a test environment in order to pro-actively identify issues. Training was so segmented, the entire flow of the system and each module was impossible to grasp until after go-live.

331. None

332. Either dissolve the Edison staff altogether or give it proper staffing. Peeling the team apart because there is no money is not a viable option. Wave 3 will require a vast amount of man-hours as those agencies go through what Wave 1 and 2 did - shift their business processes to the new tool. (NOT the other way around. One should not upgrade their sickle to a riding mower and then complain when it doesn't cut the blades of grass the same way.) Those divisions will need guidance on Edison functionality to do this.

333. I would recommend that it work. I would recommend that the Help Desk resolvers get off their high horses and include the real resolutions in tickets, rather than their standard "User was instructed . . . " I would recommend that the Project Edison designers finally learn what functions the state needs to conduct business.

334. None

335. You ask us to be open minded. You to should be opened minded and listen to the folks that are actually doing the work. Edison is not perfect. Be willing to make the necessary changes to make it work better for us all.

336. Upon reading the proposal changing payroll from bimonthly to biweekly, I believe this might be a great solution. Some of these payroll issues have been ongoing since September. In this nine month period, it seems most of the systemic issues should have been resolved by now. There is still operator errors; but, I help audit and am responsible for the corrections to payroll and can vouch there are still pertinent system errors.

337. None

338. Do not know

339. Do not add anymore users until you fix the issues tormenting the current users. Develop a meaningful training, not the point and click with useless manual your provided Wave 1 users. Consider spending the money to make the adaptation to the system that should have been made from the start.

340. not do it

341. none

342. Talk to the staff that are directly doing the financial aspect of edison...

343. Postpone Wave 3 go-live until the data structure is documented and the internal controls have been mapped to the data structure documentation. Until a complete audit plan has been development, the go-live must be postponed.

344. Just make sure everybody has the adequate training to handle such a system.

345. DON'T

346. Contracted agencies must be paid on time and not 3 to 10 days late.

347. none

348. Give notices when a contract has expired, then notice when new contract is in place and post new contract number to help diminish any delay time when purchasing items on contract.

349. Listen to those that actually use the system. Make the changes that we ask for. Have more than one person approving reqs. 300+ reqs a day for one person is way to many to approve. Change the process of needing a req for everything. If it is on a contract then the money has been set aside already. Go straight to a purchase order rather a req first. That is just double work. Above all make sure the vendors are getting paid quicker. We has a state are looking bad when it comes to paying those who have done the work. All they ask just like us is to be paid for the work that has been done.

350. Edison should be reimbursing the State of Tennessee. Both TOPS and Edison should be running paralleled because it is not fully implementated.

351. Get rid of the help desk. All they do is forward the vendor to me after they give them the run around. I am helping vendors do stuff that I can't even see in the system. Luckily I have resolved their issues. But I am low man on the totem pole and don't make squat to be stressed out by constant phone calls and emails which in turn does not allow me to do my actual work. I don't mind helping the vendors but for this pay, I'll be looking for another job.

352. If Project Edison should go forward (and I don't necessarily think that it should) Edison management and Edison support staff need to make more of an effort to assist users.

353. Everything is so complicated. Needs to be put in "regular person language." You need a degree in Accounting to be able to understand the program. Do away with putting all the leave requests before entering the payroll. You would not have to constantly go back and forth from one section to the other before entering the time. Not having to put in time just so there won't be an exception - going back later and entering what the person actually worked. The Payroll portion of Edison is a real challenge. The leave balances need to be at the bottom of each employee screen. There is constant movement back and

forth to check balances which need to be updated more often. In my opinion, Edison does not bring any improvements to the State of Tennessee, only more time consumption and chaos. Bring back the old system - it worked.

354. train, train, train

355. Begin with the very basics in training. Give training in Word and Excel (both of which are components to Edison); don't just offer it. The very personnel who really need the basics, are either too embarassed or too intimidated to admit they need this level of training.

356. ??????????

357. Being able to go back into the old systems/TOPS, STARS, to be able to research old invoices, orders. Cannot do this, with agencies being in Edison.

358. Be sure the key personnel have adquate training.

359. training

360. Not.... use money for more important things

361. Don't require Wave 1 agencies to have information from Wave 2 and 3 agencies, before they have the required information.

362. I have none

363. find out who purchased this system and make them answer for why it does not fit what we do.

364. Expand staffing levels.

365. Upgrade to latest version on the parent software (Oracle Peoplesoft 9). The state is still using version 8.x.

366. Classroom training & on line training should be agency specific. The classroom training is a lesson in how to click a mouse. The on line training is not agency specific and is designed as if the person training has total access. Most users have very limited access making the on line training overwhelming and aggrivating. Make sure all role mapping is actually loaded and loaded correctly. Continue the conference calls and the workshops.

367. Don't send out exceedingly long surveys that folks don't have time to complete. This survey was too long and I expect ALOT of people will give up and not finish this survey.

368. Have agencies test the system before using it.

369. No recommendations

370. Communication and training

371. None

372. Improve training, reinforce to Finance and Administration staff that they must be helpful and courteous, and keep F&A officials from making public inflammatory statements about state workers.

373. Continue the course of problem solving and daily updates

374. More training

375. Better Support - resolution to issuesDGS, Accounts, OCR and Edison need to have process/policies issues resolved for user agencies to proceed - questions keep getting blamed on some one else and we wait .....

376. To fix process time.

377. Edison consultants need to be willing to acknowledge that it is not perferct and not be so defensive, as do users. It is NOT good to read that you can't teach an old dog new tricks when related to Edison -- no matter who said it. Also, in a seminar I attended recently, a speaker representing Edison was extremely defensive and although he gave answers, he did not answer questions asked.The reality is that online training DID NOT prepare me to complete by first travel claim, and I could not have done it without help from someone who had spent hours figuring it out. For instance, in point to point mileage, the default is set to "expense location", instead of "description", which is what is used by our division personnel. Therefore, extra steps are required to enter in data. There is probably an easy way to reset the default, but no one knows how. Maybe other agencies know the numbers, but we don't.

378. Re-populate the Division of Accounts to reduce the time necessary to pay invoices; Produce reliable transaction reports by allotment code and cost center on a monthly basis; produce monthly grant reports that can be traced back to transactions.

379. Edison is showing the inadequacies of how things are being done. Use it to streamline processes and procedures rather than trying to make things difficult by trying to continue old processes that weren't working and continueing to try doing STARS/TOPS.

380. I think it is a very cumbersome system to use-not user friendly at all and I don't have any recommendations.

381. quit ruining my life!

382. none

383. Wait until everyone becomes more familiar and procurement and travel become easier.

384. None

385. Try to use some of the experiences the other agencies have survived and educate the Wave 3 workers about any known problems to try to avoid.

386. HR / super users individuals being better equiped to do training and answer questions.

387. none

388. All management and Edison people need to get on the same page and work together to resolve the issues at hand

389. Provide far more training and information. We have to get speedchart numbers from people who have no idea what they are.

390. Correct errors as identfied

391. Give plenty of training and time for training before implementation.

392. Do not have any wish it would stop.

393. Continue to proactively train employees and ensure they know who to contact when problems arise

394. Training and adequate personnel at the department level to assist with questions/issues.

395. none

396. Never be too proud to admit that a better solution may be available just because of the amount of time that has been invested into a project

397. Better training and more streamlined transaction screens should be required. The travel component is too cumbersome with bits and pieces of information appearing on different screens. Submitting and approving is inefficient.

398. need more in class training so employees can ask questions and get answers

399. Well, I recommended that the Edison programmers talk to the people, who have to use this program on a daily basis before creating and/or modifying anything else. The Edison programmers obviously did not do this before implementing this program. Having a "user friendly" program is the most important thing I can recommend to the Edison programmers.

400. Fix the problems that exist.

401. Continue to hold workshops, and conference calls for the agencies.

402. cut the lengthy stuff - cut to the chase. Quit all the chains - quit wasting TIME!!! train approvers - especially in travel - to just look for the info - quit sending stuff back and back...people need to be reimbursed in a timely fashion. Too many chains to get something approved. That is nonsense.

403. Maintain help desk and continue some hands on trouble shooting sessions for individuals to bring their specific questions or hurdles to seek assistance and resolution to questions.

404. ?

405. I don't know.

406. (1)Number items in the worklist.(2)Give items in the worklist more identifying information.(3)Delete the requirement to click "View ALL" everytime you wish to open a worklist item past the lst page.

407. Improve any classroom instruction for WAVE 3 state employees. Also do a better job of mapping to ensure that people are getting the training that will be used in their actual jobs.

408. More training with relevance to one's actual duties - not hypothetical.

409. The sooner the better. (Since it is going to happen anyway).

410. Review the travel claim procedures and policy.

411. Implementing a faster procurement card report pulling. Currently you have to click the refresh button several (sometimes up to 30 times) before it changes to posted. This takes up to much time. Also, make it easier to pull state contracts.

412. Training that deals with agency specific issues and not just a process that takes you thru a templated situation. Learning to click from field to field does not address the process taking place or any possible exceptions.

413. Continue to be user friendly.

414. Do a better job mapping the Business requirements to sytem functionality.

415. More training with the individual modules that pertains to each persons job responsibilities. Also a list of people to contact in case a problem occurs for each department.

416. SEE RESPONSE TO LAST QUESTION.

417. None

418. Better communications in all areas. More employees in the Financial area. This system is labor intensive.

419. none

420. Provide instructions on how to use the system

421. I don't think it is a good idea

422. When phase 3 is implemented make sure it is not during the month that or end of the quarter that reimbursement claims are due.

423. MORE TRAINING. WE RECEIVED LITTLE OR NONE.

424. Speedier assistance from the Edison Help desk and live workshops to find the problems.

425. Unless it can be made to perform better it needs to go away.

426. Not to bring any more on until all issues are resolved.

427. I think that new waves should be delayed until issues can be resolved.

428. Test, test, test

429. Address operational issues as they arise in priority/impact order

430. More "hands on" training, allow greater lead time for training to be completed, not implement and train at the same time.

431. Make basic office transactions easier

432. Great job

433. Learn the definition of "training". Let go of this sacred idea that "Agencies are the sole owners of their business processes". Realize that when implementing a new system, you have to work both with the user side and the system side, and not just consign the "user-side" issues to either lack of intelligence or lack of effort. People are not stupid. Most people are at least willing to try. But when all you say is "it depends" or "you figure it out", it seriously damages both the will and the ability to try. Teach the Edison Help Desk to actually resolve some issues, instead of them simply being a routing center to send all issues to the same four people.Give Marcy, Jeremy, Don, Nathan, the programmers and even Larry some sort of raise.You can't expect people to work 18 and 20 hour days for months with mediocre government pay and expect them to be able to carry an entire state on their back. It is nearly impossible. Realize, again, that you are developing an integrated whole. Saying "the system works" when no one's actually able to use it from start to finish without running into procedural errors is dishonest, when the people who were supposed to map out all those processes were never able to test the system with real requirements from start to finish.

434. Make sure all areas are properly addressed BEFORE implementation. Finding out 3-6 months after starting that something will not work is not the way to do things. Whoever the project team was on this screwed up big time.

435. They need to scrap the whole thing and when we get a new administration try to get a system that will work.

436. n/a

437. none

438. slow down give the slow learners time to catch up.

439. none

440. just get on with it

441. N/A

442. None

443. The travel mileage needs to be addressed. Not having the proper mileage for point-to-point travel in the system will cost the state money. The other questions that have been noted during the initial phases should be addressed and fixed before proceeding.

444. Get some competent people to man the help desk. The help desk is very little help. A better description would be ticket takers desk.

445. None

446. Make manuals more informative, correct and easy to use.

447. Keep the call center manned.

448. work out the bugs

449. Give more informations as to how Edison can give the information that agencies were getting from TOPS. Streamline some of the process that has to be done over & over. Quicker way. Not have to go to so many areas to get information when it could be put together.

450. better simulation training for various aspects of Edison that are to be used by specific personnel.

451. drop it

452. Keep up the good work

453. Can't think of any

454. don't know, don't care.

455. Try to correct current problems before making any other implementations.

456. Procedure manuals should be developed not "training manuals". I believe further testing is required for the system. Year-end has not even been addressed yet. I worry as a Wave 1 agency, how we will close June 30, 2009.

457. I am proud to have a job with the state, but the Edison project needs to be more careful with employee pay checks. Maybe the bugs have been worked out in that regard. Other than that, I really don't have much to do with Edison.

458. None

459. I think the persons responsible for the implementation should use it in the field and see what the problems really are where it is used the most.

460. They need to shadow us to see exactly all the steps we do to do our jobs so they set up Edison for us and we do not have to set up us to do Edison.

461. Keep communicating and keep providing training opportunities.

462. Simplify the training.For instance show some one how to process a one item simple purchase from begining to end 1,2,3.Don't make it a multiple item purchase and don't show them how to query this or run this or report this.They can learn this later.Give them direct simple instructions in order to do their job.If and when they need a query or report or ect. they can find out how.I spent hours following through the manuals tring to find the next step I needed to do, if I could find it for all of the forks in the roads they take you through.

463. Provide further training to Edison staff and help desk personnel to give them comprehensive knowledge of the system, so they could at least have a smattering of familiarity with the processes which have presented issues to users. Frequently, the help desk personnel seem completely clueless when trying to discuss specific procedural issues.

464. none

465. uumm not sure.. other than to get rid of it !

466. Full speed ahead an core agencies review cumbersome business processes

467. Take smaller steps.

468. none

469. Listen to the day to day users. Go to the field and open your eyes. Sit down with the field office folks and work a day in their shoes. Transactional patches will not fix this system.

470. Don't know, not my job.

471. make it more user friendly, less comlicated with fewer screens

472. every one should be train in the job that they use the Edison program

473. First of all, the hardworking state employees who deal with the day-to-day transactions and issues are due an apology from the administration who said state employees were old dogs not willing to learn new tricks. How untrue that is!!! Secondly, the administration needs to admit the system was rolled out too quickly without proper testing, and stop blaming state employees for EDISON's problems. That would help the morale of the employees. Third, communication from EDISON to agencies should be improved. If EDISON has reports developed that the agencies requested, then please let the agencies know what is available and how to access them.

474. Make that this system will meet their needs.

475. Make sure that the Financial and Procurement team is supported. Make sure that the the process owners, escpecially General Services Purchasing and OCR is activie owner. Establish user groups for the various major sections.

476. The state should cut its losses and go back and purchase the Windows based TOPS and STARS that would have allowed us to bring forward all the data from the legacy systems along with our historical data.

477. do training first we people that know what each deptments do in edison not just the whole.

478. The system of approval should be more timely and user friendly.

479. none

480. the submission of personal travel claims is a little clumsy.

481. Make a hands on training per agency instead of putting up training centers where you are only taught to click this and click that. On the job training is better.

482. no opinion

483. Get some more in-depth training from the system programing people.

484. NO

485. I do not have a positive recommendation at this point.

486. Make it easier for vendors to bid and understand the process. Most of the vensors I deal with everyday will have no clue on how to operate this system.

487. Better support and timeliness of responses. It is often difficult to get someone at Edison to give you a complete and timely response.

488. A clearer path of those to consult within everyone's own agency. Edison Staff cannot always answer agency specific questions for us.

489. On-site training. The overall training I have had was just point and click.

490. Have better teachers or training in the classes. Have more than one person from each office go to class and learn how to use it.

491. Continue to ensure that the efforts made for financial accuracy and other areas that are affected by Project Edison are efficient.

492. Provide better training for the end users.

493. Again, either scrap Edison, or get 1 and 2 working without, or very low, incedence, before 3 is implemented.

494. Better classroom instruction and follow-up after going live.

495. Make sure manuals/trainings are updated to reflect corrected problems/processes. Do NOT make and send multiple corrections in the same day - this will only confuse/frustrate people.Maybe consider training a core agency group who could then go back and train smaller groups of agency staff. This core group can better determine the training their staff needs as the role mapping and mis-matched vocabulary made this very difficult.

496. to continue to perfect the first two components

497. There needs to be a trainer/consultant on-site that actually knows how to complete transactions.

498. Not sure at this time

499. Prepare training classes that involve actual hands on work, not just pressing 'Enter' to learn how the module works.

500. My complaint now as a part-time employee is to duplicate a time sheet and travel expense form and then spend more time entering it in Edison. I also have a pending issue with none payment of travel claim from 3/09 and not yet sure how it will be resolved.

501. none

502. Training and a list of contacts to call with questions.

503. Edison should not go forward. It should be junked because it is a worthless piece of crap and always will be.

504. More practice sets on how it works and more work shops and explanation on how it works. I think it would work but more tome needs to be given for practice before implentation.

505. n/a

506. Keep up the good work!

507. Put out manuals that have complete information and not ones that only give a breif over view. Put people on the help desk that have worked in Edison to help people not read from a manual.

508. Meetings should be held in each agency (Edison help attending) for similar users (in small groups) who now have some experience to compare notes for consistency, correct selection of clicks and explanations of confusing manual steps. For example, In Education everyone who pays vendors from contracts should compare what they know and see how it can be refined, everyone who has to order supplies should have a session for consistency, etc.

509. when you have a problem where you just need a guestion answered that you could talk to someone that day instead of having to put in a help ticket and it take 2 weeks just to get a simple yes or no answer.When scanning and you download and item in filenet in error that you could correct that yourself instead of having to put in a help ticket.Make things more simple. When you enter something on one screen you shouldn't have to enter the same thing on the next screen, it should take the information forward.

510. more trainings

511. No reccomendations

512. I hope that lessons learned from the implementation of Wave 1 & 2 have prepared Edison for a smoother implementation of Wave 3. If not, shame on them. Wave 3 contains the largest agencies and this in many ways will make this the hardest implementation, all manpower available will need to be on their toes to assit these agencies.

513. More planning and modifications to make the system more user friendly.

514. Get current issues fixed and TEST any application before going live and talk to the users that will be using this application, have them test it FIRST

515. Better communication in terms of when workshops are held. Edison has a homepage-use it to notify departments of changes in procedures, when conference calls and workshops are held. I find out about this matters long after they are conducted. Very serious lack of communication from F & A.

516. 1)Redesign the system to include and accommodate all employees 2) Provide adequate training to all employees 3) Assign specific respresentatives from Edison to address problems and assist with resolutions instead of having random Edison staff try to resolve issues that can not be resolved in a single phone call and are therefore forced to interact with different staff for the same issue 3) Provide authority for users to correct and update their information without going through extra steps, 4) Design the system to accommodate staff who are contracted to work 10 months and elect for 12 month pay so they are not forced to enter the system during non-contracted months.

517. More and better testing. have someone who has not been involed in the design or development review the screes to see if they make sense to our average workers.

518. Do all possible to ensure the ARRA funding, contracting, payments are able to be processed -- as the number one priority in the short run.

519. Do what you do.

520. Continue to get familiar with new system by using online training.

521. na

522. I really do not know.

523. None

524. fix it before implementing it

525. To ensure that problems are corrected.

526. Get Rid of it!

527. Require training and do not allow access until the training has ben completed. Perhaps then others will find time to attend :-)I believe the Project Edison Team is doing an excellent job implementing the system and attending to our needs. It will just take a little time for everyone to get on board and "quit living in the past with the old way of doing business processes".   It would be most helpful if an open dialog could occur when assistance is needed between local agencies and the Edison Team. Having to go through department central offices, particularly in regards to finacials often times proves disasterours. Personal is Central office may not have the full knowledge needed to assist. Some have not completed much of the training. In addition, the local agencies sometimes feel left in the dark without answers.

528. solve the current problems before interducing new ones

529. users need to be trained instead of being thrown in to it to learn "as you go" this is ridiculous

530. NONE

531. By getting the kinks out

532. Fix it....customize it, or shelve it

533. Edison is beginning to show signs of improvement,but more help needs to be addressed with vendor payments in a timely manner..(30)days

534. It will be a great system after corrections have been completed. Test wave 3 before implimenting.

535. None.I will just take time to remove all the bugs

536. Get more help for the Edison content management group so they can get data input so the system can be used. also there is no way to award a state contract going through Edison...there appears to be no process to do this task

537. If they could possibly make the financial modual less time consuming and more seamless, then that would be great. I am sure that over time that the Edison system will be much better.

538. I believe the training was very poor and the individuals did not understand how the individuals were going to use the program. SLOW DOWN and let the employees get a breath.

539. At the moment none, because I have not used the new system other than for Payroll issues. Once I start using the financial part I will be better qualified to respond to this question.

540. There was a great deal of "investigative" work done trying to identify reports and processes before going to Edison. Go review that documentation and get the reports (queries) created before go-live so people can adequately do there jobs. There are many unidentified process changes that will naturally come with such a massive undertaking, but at least have something to start working with as you navigate the implementation process.

541. let us know what we are in for give us worse case senerio

542. None

543. Help us understand what to do before implementation of areas that pertain to operations in the field.

544. make it simple

545. Again, my experience is limited to input of travel expense claim and I have had no problems. I have no recommendations.

546. In the travel print outs it would be really helpful if you could see everything printed on one page for a "bird's eye view". Less errors would occur.

547. Additional man hours are going to be needed to fix the problems currently being experienced.

548. The system itself may work the way it was intended. However, our business practices might need to be changed in order to make the system (the entire business system including what has to be done outside of the computers) work more efficiently. If we cannot customize Edison to continue to do things as we have always done, we need to change what we have always done and know why we are doing what we are doing.

549. More hands on training

550. Don;t use $10 per hour support desk personel with a script.   Make sure the Lease staging works

551. I wouldn't recommend Edison go any further. The Edison system was not tested properly and was implemented in a piece meal fashion. The system doesn,t work in the fashion required by the State, and even if it did the State should have stuck to the old adage of train the trainers before launching anything of this magnatude. In my opinion it will never work in the setting we require and I think the State bought a Pig In The Poke.

552. Find more staffing resources, do more testing, if possible, utilize a pilot agency to try to iron out problems. Do not implement before you know what you are doing and before processes have been tested and found to be successful.

553. Resolve concerns more timely, and get back with the person who has turned in the help ticket.

554. Continually correct the distances in the travel.

555. none

556. dont

557. I don't.

558. The training should be reviewed and changed to be more relevant. I Don't think the traniners know how the work flowed on the old system and cannot relate them to the new system. As a result, they don't know how to present the training in a manner that will be accepted by the participants.

559. yyy

560. Keep doing a Great Job!

561. Since we pay People Soft, they work for us. They should be able to adequately program the software to the needs of our agencies. It's a very time-consuming and unreliable program.

562. More open acknowledgement of problems or errors and whether they're systemic or one-offs.

563. Edison project spent 2 to 3 year doing nothing. Last year everything was pushed through. Now they will take time to resolve what ever needs to be resolved. They should continue to make theselves available to fix the problems with the system (example; approval icon sudenly disappears from your screen) most of which has nothing to do with users. The cost of them doing this should not be on the State.

564. Go back to the drawing board. Listen to what front-line personnel tried to tell you about how things need to work in government. Remember that government, for all of its own specialized reasons, has very little similarity to private industry.

565. More hands on training for state employees

566. In hind sight more testing should have been done by Project Edison making sure that all processes worked properly rather than telling staff that they have not gotten to work on that area yet. So going forward, Project Edison needs to assist in fixing whatever problems come up in the future swiftly and correctly so we do not have to continue to process inaccurate information because of incorrect programming. The tech team needs to be quicker in resolving issues.

567. get a large cup of coffee

568. Training is very important. As is the speed by which management responds to issues that always come up that were not anticipated earlier.

569. proceed with caution.

570. don't know

571. Figure out how to do a dual system to find out where the problems are. Right now, we're just trying to continue business and can't focus on where the system is failing.

572. Agencies need to take a more proactive approach on training and continuing education. Transfer of knowledge has been extremely low in agencies and executive level members of agencies need to work hard to promote this communication.

573. PRACTICE, PRACTICE

574. Not to go further until current problems corrected.

575. Straighten out the problems that are now occuring and make sure that everyone has the training necessary for their role.

576. Edison needs to make sure all modules are working correctly. Offer classes that really teach the users how to use the modules.

577. Better training.

578. na

579. KEEP US ALL INFORMED AS YOU MOVE FORWARD.

580. UPGRADE STARS. EDISON SHOULD NEVER GO FORWARD, IT WAS A TERRIBLE MISUSE OF STATE MONEY. BURY IT IN THE BUNKER!

581. all

582. More control needed within system for duplications and information adjustments

583. None

584. Work on streamlining the system to make it more efficient.

585. Make it workable for all areas

586. Hire more KNOWLEDGEABLE staff. Scrap the help desk. Put your staff out in the field with the users weekly to help get them set up and then follow up with them periodically to ensure successful implementation. Ha.

Wave 2

1. None

2. give simple directions

3. Continue to work with state agencies closely

4. stop now and cut losses. to much money has gone into this system and nothing but headaches. employees deserve BETTER

5. Make the training pertinent to State of Tennessee agencies, the way we need to do things today. Not hypotheticals. Also, make sure all contract items have a separate line in Edison and that non-active contracts cannot be selected in the Edison Procurement catalogue

6. ?

7. NONE

8. Communicate with all departments and address the problems the departments will encounter when Phase 3 is implemented.

9. More testing before implementation. More FTE's assigned to process and problem resolution. More FTE's that know the business side of the process not just people soft.

10. The Edison system is "out of the box", it is not designed to be simple and transparent.

11. I think the state should take a long hard look at the problems and risks before proceeding any further. Millions of dollars have been paid out for something that is costing so many man hours to perform - we are backing up instead of going forward.

12. Hands on training no slide show....

13. Give us guidelines to reports. Manuals that explain the real Edison. Manuals that if we do have an error explains how to fix it. Support people who call you back. People who have answers.

14. do not make the system try and perform functions that it was not designed for

15. Since I am not familiar with the issues or involved in that aspect of Edison, I cannot make a recommendation.

16. More efficient testing before going forward with other components; better and more organized training

17. We need more knowledgeable persons at the Edison Help Desk. And, we shouldn't have to wait weeks to get a resolution to our issues.

18. BETTER TRAINING IN WHAT HAS BEEN IMPLEMENTED. THE TRAINING HAS BEEN VERY SCATTERED AND DOES NOT TOUCH ON THE EVERYDAY QUESTIONS THAT NEED ANSWERING.

19. To fix and go back to the draw board and correct the problem and make the system better. Also have a better understanding of the government user is.

20. NONE

21. stop and fix the problems with wave 1 & 2 and when policies get developed, start with 3.

22. It is so burdensome to use I don't think it should still be used.

23. training

24. better traing

25. Simplify. Have more info on 1 screen.Have all infor show on computer screen without the need to scoll left and right.Only go forward after working out the bugs and making screen viewer frienly and information friendly in a way that makes going from screen to screen unnecessary.

26. More extensive training.More personnel to help agencies process documents.Edison processes to work properly.Not enough information available on choosing vendors/locations when processing payments to vendors.

27. Before going forward, learn from the problems of the previous phases, fix or amend them, and only move forward when there's a contingency plan for unknowns that will show up for future phases going forward.

28. Continue to improve processes that are currently in place.

29. Training should include hands-on workshops for users, not just Peoplesoft training which is too vague

30. Correct the problems that I have already listed

31. not sure

32. Much testing to be certain it functions properly before implementing and more hands-on training.

33. none at this time

34. .

35. Get trainers who actually know the business process, rather than working from a script. Better planning prior to implementation. Find out what the agencies need & get buy in, rather than discovering after the fact that the system is not a "one size fits all" system.

36. Fleet Management is AWFUL! They are still using a dual system-everything should be able to be done on Edison.

37. give agency's more time to prepare.

38. Decline comment.

39. More traing for all staff

40. training first

41. Test more thoroughly with people that will actually be using the system on an everyday basis. Work out bugs before going live.

42. Provide better training. Find a way to resolve issues that come up without making the statement that is a systems change and we can't do that.

43. Survey is a good start. Now gather specific issues from each Department/Divison head.

44. Have more training for wave 3.

45. Give clearer instructions on how to input data and ease of making changes if errors occur.

46. None

47. More training

48. I do not have enough overall knowledge to make specific recommendations. I think that it is an extremely time consuming system and as a manager, I have to go in at least four times a month to approve time and to approve expeneses, travel or anything else, I have to guess when it might be approved and then go in and start looking for the item. There is no way to alert a user to the fact that they have items that need to be approve, so it is a go in and look several times a week just to see if something needs to be approved or sent

back. Then, whether it is time or expense related, the approval process is a four to five step process.

49.   There is no turning back. The Stars system is outdated. Unless you are aware of a fatal flaw, problems with the system need to be debugged during its' use.

50.   The workshops are a great help for all beginners. The Edison help group is even more experienced.

51.   None

52.   Better communication with employees that perform specific functions instead of getting with "leadership" that doesn't know the day-to-day operations

53.   correct the information in edison correct issues more timely.

54.   I think the helpdesk needs more training. My supervisor and I have had to make 3 calls to them. I submitted my travel claim on 5/8/2009 and as of today I still have not been reimbursed. Good thing it is only $20 and not more.

55.   go back to old system

56.   Make sure area of the problems is clear up

57.   No comment

58.   On purchase orders, automatically default pay terms to match vendor. Currently everything defaults to net 30 which causes a delay in processing invoices. Also, if a discount is offered and the invoices misses the discount date the discount is not taken. In the old system the discount was taken even if the deadlint was missed.

59.   Don't have enough experience to know.

60.   Make this thing easier to do, especially for the ones that have no computer experience at all. And you are going to have to get fast internet speed to all the field offices to get this to work better.

61.   Alot more hands on training the online training is a JOKE!

62.   Training...training...training

63.   PLEASE ASCERTAIN THAT PROPER PERSONEL IS ADEQUATELY TRAINED BEFORE IMPLEMENTATION

64.   should be scrapped

65.   have flexability at the begaining until users can figure out what works and what do not. Have to use the program awhile to figure out how to use it.

66. shit can it

67. Computers are suppose to make our jobs easier. It seems edison has made them harder. It may save some paper but it isn't saving any time.

68. Moving forward, we all need to be patient because this is a huge project that is naturally going to have problems that need to be worked through.

69. If the problems cannot be fixed and fixed quickly, the system should be shut down.

70. none

71. keep training

72. Continue to update the system as problems are identified by field users.

73. Stop and return to previous systems.

74. I can not make any intelligent recomendations from my front line position questions are feared in my area.

75. Improve the time it takes to purchase and get PO numbers

76. remove fiscal director because she does not know anything about edison

77. Workshops on specific issues. Get better staff working at the Help Desk.

78. Update materials before going to Wave 3 and have Wave 3 be able to try entry on Wave 2 computers so they will be better able to adapt BEFORE the transition is made. Again, I wish this had been available before Wave 2 became live. We could have greatly benefitted from seeing how the whole process worked before actually being thrown into it.

79. The Project Edison team taught the classes and workshops and were very frank that their purpose was Edison functionality, not business practices. The problem comes into play when functionality and business practices collide. Just because Edison will let you do it, doesn't mean you should. This is information we didn't have and needed prior to implementation.

80. better training and user friendly

81. Before you go implementing a new computer system, run it in parallel with the system(s) that it is replacing and compare the results to see if Edison is performing as expected. Also, please be certain that the way a person is trained to do something is actually the way that they are supposed to do that function. It would also be nice if do our training modules the way that we were trained to do them. I was never able to access any of the training modules that I needed to accomplish through Edison's ELM module. If I could have done that, I could have accomplished some of my training on my own time on my

computer at home; however, since Edison's ELM module has never been properly set up, I am unable to access those training modules at home due to the fact that they are on an "intranet" site, and not an "internet" site.

82. Some worthwhile training.

83. Try to let the employees know why this is such a great idea. All we see is more time being used to accomplish the sam thing. i.e. payroll, time entering and approval, and travel claims for my part in Edison. Just because the other system was 45 yrs old to enter time, why change it? It worked well and it was simple. What benefit is Edison to us?

84. none

85. Stay positive and work as a team as opposed to against each other.

86. Need the state employees to be trainingthe other employees. We are the ones who have had to deal with the problems and had to wait for the corrections to be made.

87. CLASSROOM INSTRUCTIONS ON FIRTS TWO WAVES BE GIVEN TO ALL STAFF...

88. Don't throw away everything that use to work.

89. It would have been nice to have a course or something that would assist you with finding information in Edison. What module has what reports. What queries are available and what is the information that is avaliable on the query or report.

90. get rid of it all together

91. Fix the problems that are currently facing Edison. Provide better access for employees that have to make a special effort to enter time, leave, and procurement card transactions. We were told to enter our proc. cards on Edison, scan the receipts, get them approved, and then do the monthly reports as we had in the past. This made NO sense what so ever. That has changed, but I am the only one in my work group who has the ablitiy to scan the receipts. This creates a huge problem for those who don't. Proc. card transactions must be done on a weekly basis, which places time constraints on those who do not have the proper equipment to do what Edison is asking of them.

92. I am not qualified to answer that.

93. Sell!

94. NOne

95. Correct the current problems in a timily manner.

96. Why didn't the state recognize between original implementation of 2005 and October 2008 that Edison was obsolete, not really written for government - recommend the state

begin work on finding a state of the art fund accounting system - so maybe by 2012 we may have a better control system in place

97. The state needs to hire adequate staff to implement and maintain the system -to get all the programs running smoothly and fix the system problems swiftly.Neither is happening now.

98. Correct programing problems that would enable agency specific problems to be resolved.

99. Unable to answer due to my limited involvement.

100. Provide adequate training prior to implimentation.

101. State could have given employees a raise the way ecomony is and not spent all this money on the Edison system!

102. DO NOT GO FORWARD

103. Make edison work for the state instead of trying to make the whole state change the way they do buisness to fit the edison system.

104. no recommendations

105. Working workshops, not generic but more specific to each agency needs. Too much information overwhelm the ones that do not need it whereas too little frustrates the ones who need it.

106. get correct info in the system for all state workers-to do there job

107. going backward.Barring that, Edison should bridge the gap between how things were once done to how things are done now. Edison folks seem to have no knowledge of the old system and can't explain processes in the new system.

108. More live, hands-on training for staff. Having a project Edison Help Desk, where staff can call and have an expert walk them through a difficulty. More announcements about the newest Wave to be implemented.

109. Ask current employees doing these transactions what kind of information they would like to see added to the screens of Edison.

110. personally i do not like the edison system at all.

111. None.

112. It is a very complicated and intricate program that the employee is largely unfamiliar with. Components of the program that other administrative and clerical staff used to handle are now present and must be dealth with by the individual employee. A recommendation would be to either reduce the information seen by the individual

employee to a necessary minimum. Higher levels of employment status could then see the other bits of information that only they need to deal with.

113. I think that the main issue for most users is training.Training needs to be very specific and targeted for each user or group of users. Training also needs to happen in a live environment.

114. It would be helpful for training to be addressed to more specific jobs as opposed to attending training that was unhelpful. It would alos be helpful for the problems with routing and other issues to be fixed.

115. Stop! and get what has already been started working properly before proceeding.

116. none

117. More user friendly-----When you have problems, the people you call need to know how to help instead of sending you to 3 or 4 people who also dont know how to work the system.

118. don't. Why does it take 10 days for sick & annual, (to see an accumalation).

119. Everything is fine.

120. TESTING...and training, the training process was a joke, I attended 10 classes each time I was read to by the teacher. What we needed was to be taught how to complete real task.

121. Better than just the basis training. Have some personnel travel to each city to help with the problems. They can see first hand the problems we are having. Traveling to Nashville may help a little wastes alot of time traveling.

122. Chaos will result no matter what is done.

123. It would help if the system were more user friendly. This may require more training targeted to specific uses. Much of the online is fairly generic.

124. None

125. Better training.

126. No comment

127. Get rid of it.

128. People need to be more flexible, but at the same time so does the schedule for employees that work in the field 95% of the time. Our jobs are changing tremendously because of Edison system, and it seems to be an injustice for the public that we work for. I believe that the employee's schedule and time need to be taken into account more than just the timing on the system.

129. We seem to have become an office of paper shufflers. We also are having a difficult time of getting workflow down, it seems that we don't know where any of our PO's/Req's are in their process. It is especially time consuming to do a Req, then turning around and doing a PO for the same thing. We spend a lot of time searching for data. Give those who (I assume they are) are trying to fix the glitches in the system time to do their job, without the added pressure of the largest agencies being added to the confusion. I feel that the more we use the system more glitches will surface.

130. Test all aspects of the process to insure the user is being trained on current/correct information.

131. Do not have any

132. I think that good training would really help with the whole Edison thing.......

133. None

134. Throw the financial element in the toilet. I like the time management and travel elements but the procurement module is too time consuming.

135. Don't know.

136. Provide more training and get individuals involved such as users of the old systems to help test Edison components.

137. More and better training, better manuals (or any manuals at all for that matter), better online Edison help prompting during the financial data input process.I am strongly against payment cards having to be processed on a weekly basis. This is especially hard on my people working in the field offices, whose jobs are to be in the woods more than in the office, and whose productivity is being compromised by needing to enter payment card information on a weekly basis.

138. None...but if it has to go forward, I would say drop the F and A component and concentrate on fixing the other problems with Edison.

139. Better training for those who instruct how to use system. They are often in the dark about certain components and systems.

140. I DON'T THINK IT SHOULD GO FORWARD.

141. Correct what ever is causing the problems with approving time sheets so that they do not have to be approved more than once.

142. Focus on simplifing processes- too much "human capital" is required to feed information to Edison.

143. Easier Access to Edison

144. Make sure the function is operating correctly and accurately before implementing it.

145. Begin studying the modules for ways to streamline without losing credibility.

146. Offer more indepth training; not just reading the information on the screen as it appears in the manual.

147. be sure of your program

148. More training and more contact with the end users. More communication on the components of each phase.

149. Simply steps in completing a task. Too many screens have to be accessed to complete function.

150. Evaluation of the travel autorization approval process to shorten the length of time.

151. idk

152. Find ways to accomodate users' needs, rather than users having to accomodate Edison's needs. For example, the reassign workflow feature is useless to the point of being ridiculous. If I have to go in and check each item in my worklist to reassign it to someone else, I may as well approve it myself since it takes about the same amount of time. Therefore, my only other choice is to setup an alternate user. The problem encountered then, though, is that the alternate user can no longer submit expense reports since I'm the only one who can approve his/hers and I've set him/her up as the alternate. With that being said...simplify processes, please. After you explain to users how that all works they're about as confused as if you'd just spoken to them in another language.

153. none

154. none

155. Run it forward off a very high cliff.

156. Invest as noted in prior question

157. Test with Real Data before implimentation

158. Consider the empolyees that do not have immediate access to computers. Time lines and frequencies of having to do Edison actions is not realistic for these people.

159. I have no suggestions. I think the State of Tennessee should have asked why did Edison not work in the state ofFlorida, why would it work here?

160. none

161. The classroom trainings only taught me how to press the enter button. I didn't really learn how to make a requisition until I went to the workshop with several things that I needed to order. This was much more effective for me to learn the process.

162. Although we mainly use the financial component for travel claims, it seems like it could be a little more user-friendly. It's not really clear how to complete it unless you go through the online tutorial.

163. Since the program is not flexible in most areas learn how to better work out issues when fixes are needed.

164. After speaking with other employees which use the financial portion more than I do they seem to be frustrated with the lack of quality training.

165. I have nothing to add.

166. To be simplified.

167. F&A can solve a lot of the issues by allowing individual agencies the flexibility to adapt the system to their operations rather than dictating inflexible scheduling and other mandates

168. none

169. Don't know.

170. This project, like many other programs, may be wonderful for Nashville based staff; however, there are numerous field offices statewide, without resources, including connectivity to make this work. There are many manhours being spent to 'force' Edison down.

171. none

172. make it easier for everyday activities

173. wow!!!!!!!!!!

174. More on hands teaching instead of just the click, click, click in the classroom.

175. None

176. Do away with edison.

177. Don't go forward. Do away with Edison

178. none

179. We definitely need better response time to problems and inquiries. That may require more Edison staffing. We have vendors who are upset over late payments due to system problems

180. Scrap it

181. Training should occur at generally the same time as the employee must begin using the system. Training too early is useless.

182. In addition to training on line, teleconference for a small setting (per office) is good so people can hear and discuss or resolve other peoples problems.

183. None

184. this is a massive undertaking consolidating multiple systems that have been in place for a number of years - it feels as if some serious underestimates were made as to the time, money and work to complete this project and everyone is suffering as a result. a more methodical approach may be a better tactic to employ.

185. Well, we're stuck with it, so get used to it. I think the State may have to hire more people to implement it.

186. Again, study, study, study and train.

187. Need more help and need better training for what your daily functions will be and how to correct errors.

188. Be open to change and modifications when needed. I think not making sufficient modifications to the software in the very beginning has caused most of the issues with Edison.

189. Slow down,

190. Just continue findng ways to improve the sysetem.

191. simplify the process and provid "live" help

192. continue to train staff

193. None

194. Hard for me to say. I do not have knowledge of the overall plan.

195. some of the procedures could be simplified

196. Trash it and get a new system.

197. more extensive testing and more training for those affected

198. Continue to evaluate user friendliness

199. Notify the offices to prepare for the influx of data by assigning one person to focus on huge amount of data that streams in. That person should be the one with the most time on her/his hands. Have that person be responsible for mastering the process and periodiacally pass that skill down to the rest. This keeps the flow of work continuing. It also eliminates the need for organized and expensive class time.

200. Training

201. SCRAP THIS SYSTEM! RESTART THE REPLACEMENT PROCESS WITH A SYSTEM BUILT FOR GOVERNMENT NOT MANUFACTURING!!!!

202. Review of the agency partcular needs need to be explored better b/4 implementing

203. try to get bugs worked out first

204. Hire more people to handle the increased work load

205. SCRAP IT AND GO TO A PROGRAM THAT WILL WORK

206. patience

207. Work on linking between state email and Edison. Notices that reports need review requires too many steps to do such a basic task as reviewing a report.

208. In the training, it would have been helpful to take a purchase or invoice and walk through the entire process from start to finish. Don't use multiple examples. Also, if we could have brought some of our work to use in training as an example, that would have been much more relevant.

209. Don't

210. Better training for the users.

211. can it and start over

212. Ongoing system design and improvement should seek greater efficiency and flexibility of operation.

213. none

214. More training. More workshops. It would be helpful if the people on the Edison Help Desk were more knowledgeable.

215. Assign someone the task of checking the mileage calculation between every point to point code on your list.

216. TRAINING, TRAINING, TRAINING

217. Stop and fix issues that currently exists before moving forward.

218. Try to make the system more user friendly and less time consuming.

219. Correct programming errors before going forward

220. Can the problems be solved? Is there additional training for the people who feel so unsure using the system? Give more information for what is needed. Do the best you can and let everyone know that it will take time to adjust and work out problems.

221. Do away with it

222. That the bugs be worked out of the system before it is put into operation as well as can be done. and the manuals be given to the people that will be doing each job.

223. i don't have any positive comments to say - you gave away a system that was designed specifically for the State of Tennessee to a can package that has been booted out of other states - enough said

224. You know I am not sure - It was sold to the state - the money is spent - we are going to have to live with it or it will be a huge wast of tax payer money. Just wonder who how and why the system was purchased without the Governor or someone with the experience and background to seriously research if this was the right system for Tennessee. It seems generic and hard to conform to what our state requirements are - that said I guess we just have to deal with it or be called "old dogs". I am a big fan of computer systems - over 50 and still love to see how they can help with job performances and just because there were internal kinks in the system I was insulted to have it announced to the entire TV and Newspaper viewing area that Tennesse just had people afraid of change. It made us sound like neanderthals.

225. Just thorough check the system prior to turning it over to employees for "glitches". Seems like so many systems have their glitches and sometimes cannot be prevented but maybe with checking and re-checking this can improve somewhat.

226. full speed ahead! train, train, train

227. None.

228. Train more which would allow field auditors to enter their own time (daily)in the field.

229. Just do it.

230. Scrap it.

231. I don't have a solution. It should have been looked at more thoroughly before implementation to see if the system could have been changed and adapted to fit the needs of the State's system. It is like trying to fit a square peg in a round hole. Besides the cost of the system being a big negative, when all governments are having to cut back. I think

the timing was totally off base. We may have needed a new system but why are other companies still using the TOPS system and says it isn't outdated and they have no thoughts of changing.

232.   ?? Training prior to implementation

233.   More testing before going live.

234.   Keep employees more informed of what is down the road and when they will be impacted. Duplications of effort should be eliminated when possible. Anticipate problems based upon prior experiences and provide solutions.

235.   Reporting bills weekly should be changed to two weeks. This would allow us to do some of it when it rains instead of leaving field work to come to the computer

236.   not sure

237.   I don't! This system has not worked in other states and should be removed.

238.   Problems need to be resolved, not just ignored. All we have heard is - this is what it is - you have to deal with it.There needs to be input from the agencies.

239.   I have no clue..

240.   See my previous statement.

241.   don't know

242.   got to make the program easier with less steps to accomplish the same goal.

243.   Try to have more accurate information.

244.   I don't know

245.   Scrap it.

246.   Scrap it.

247.   Make sure everyone is on the same page.Sometimes we submitt something to Fiscal and its approved by one person and submit the same way a week later and another person will deny it.

248.   Go forward or remove/replace all of it.

249.   better train those who are aiding with problems

250.   Put it on hold, fix all of the issues. THEN, gradually bring agencies online: one at a time and resolve all issues before dumping everyone else on it. I believe year end closing will be an impossible feat this year.

251. N/A

252. Work out all the kinks before expecting employees to work with a system that has many issues.

253. Get feed back from fellow officers occasionally to find out from them how edison is doing.

254. Do not use the system.

255. STOP , RETHINK, ASK THE PEOPLE THAT DO THE JOB, FOR THEIR INPUT. WHICH SHOULD HAVE BEEN DONE AT FIRST, BEFORE IMPLEMENTING THIS SOFTWARE.

256. Please see what agencies need before you go live with that agency and see what training works best for everyone. Also make sure that agencies have updated equipment to adequately run the hardware that you are sending them and please set up a contact person/team that anyone can call and hopefully get some help.

257. More information sharing. Departments should be partnered with a similar Department to gain knowledge and experience.

258. having a live body explain what you are to be doing on edison instead of sending out a computer program for you to try to figure out. some way to ask questions when you do not under stand something.

259. None

260. Do not go foward until fixed & efficient.

261. none

262. DIFERANT TRAINING STYLE

263. Fix problems and post most common solutions where all can access rather than have to try and find someone.

264. NONE

265. You might try involving people who do the job more in setting up whatever it is you are trying next. Getting feed back from them........once they have hadtime to think about it and not in a "hurry up and answer" survey.

266. None. Recommendations for Edison are above my pay grade.

267. more training

268. None

269.　I don't have any.

270.　Do away with it.

271.　Send everyone to learn Edison. People should know how to enter their own time and travel. Little things like that can help with spending many hours going back and correcting errors.

272.　good luck

273.　Travel- It needs to be more like mapquest. Point to Point can be overstated which means the state is paying out more money than they should.

274.　keep up the good work

275.　none

276.　Pre testing

277.　Timely training sessions

278.　I do not have any recommendations at this time.

279.　NOT To, Just to Pack Up and GO HOME

280.　Keep working on problems with Wave 1 & 2 and delay Wave 3.

281.　Turn Edison off and turn the old TOPS system back on, to allow State Government to operate, then check with all Departments and find out what function Edison needs to perform to do their job. Even the instructors have told employees, I know Edison dose not work for you but I know you will figure how to make it work for you. It is not the job of the employees to figure that out, that is Edison team job.State employees wants, and will welcome change, if it works and does not increase their work 100%.

282.　Real training, not point and click click click. That was of no help to me personally.

283.　Continue day-to-day workshops for 12 months until staff is comfortable with system and can resolve issues and problems.

284.　To do away with project edison. Not worth the money.

285.　I have no recommendations.

286.　Fix the programming problems.

287.　Be sure 1 & 2 are functional before going forward

288.　First of all, this survey didn't really reflect the issues I have with Edison. There are so many questions I couldn't really answer because I am unable to know where my work

stands in Edison. Nothing ever seems to be finished in Accounts Receivable. At least in STARS when a JV disappeared form the screen and you recieved the stamped copy back from F & A you knew the money had been transferred. My issues have to do with the difficulty of getting anything accomplished and completed in Edison. The whole process of having to attach files, request approvals, wait for the other agency to enter their side, wait for approvals from either one or both agencies, then wait for approvals from F & A is extremely time consuming and very difficult to keep track of. And if it isn't all finished before the month closes you have to turn around and start the whole process over again. As far as I can tell, I haven't had one InterUnit Journal that has successfully gone through the complete process. It's very, very hard to know when anything is finished. The process of making a bank deposit takes much longer than it used to. There are so many steps involved and when you're in iNovah itself there are so many wasted minutes while you wait for the receivable information to come up or you have to type in information. At least in the Cashiering Mode I am able to see that my deposits are in there and have been closed. It is very difficult, however, to have to depend on someone else to approve your batches if that person is out of the office, or just chooses to ignore your requests, and they're the only one in your agency who can approve your batches. I think everyone around the state is really trying hard but they are overwhelmed.The Edison staff I have worked with are very knowledgeable and helpful but I think they're probably overwhelmed by everyone who needs help.

289. Obtain more feedback from daily users of Edison. More testing before implementation.

290. Get all of the program implemented and get everyone utilizing it quickly so the problems or "bugs" can be ironed out more quickly. The sooner it is functional the sooner we can each upgrade our knowledge and hopefully save the state money and save time for the employees.

291. Training for those involved

292. Fix the system, and enlarge the Edison print. With some people the print needs to be larger.Also find a way to inprove and speed up the approval process and how corrections are done. Do not have several items on a payment change to wrong information when one item needs to be corrected. Also why does the invoice need to go through the whole approval process when one change is made.improve the scamming process some times a scaned item does not attach and sometimes it can be seen at the agence and F&A peole can not open the scanned item.

293. For travel, get more accurate point-to-point mileage for destinations.

294. Stop. Listen to all people from everywhere with their problems. People are retiring over this Edison.

295. none

296. Don't know

297. Better education and training of the staff. Illustrate how the system will actually save time.

298. Adequately train employees!!! Training sessions provided through Edison were totally inadequate. Training needs to be related to what your actual job duty is. Departments need to look at the capabilities and knowledge of their current staff and the increase in work load vs. current staffing needs to be addressed.

299. Train all employees in class on components they use.

300. None

301. Staff the Edison help desk with people who have actually used the system for a while. Set up an accessible page with "frequent questions and answers" from the help desk. Set up an email group for fiscal/procurement/etc., staff to send problem/questions to the group and get answers and feedback from other agency staff. So far they have been significantly more helpful than the Help Desk. Give more people access to the data tables to run Crystal reports (I have staff experienced but they can't access the data, and the people who can do not know how to do it). COMPLETELY OVERHAUL THE REPORTS MODULE. Get rid of the run control ID mess. Get input from the actual users on what they need in particular reports, or get some kind of reporting module that makes it easier to set up your own reports. I have used other systems - years ago - that were incredibly easy! For Wave 3, use the most recent role mapping (instead of the one sent in several months earlier before the VBP). Have a message board for important tips, or print a bulletin.

302. none.

303. There needs to be a way to contact the Help Desk at the time the office opens when Cashiering is not available.

304. none - Project Edison is not beneficial to the State of TN. There is beautiful software available that could make state employees more productive, but this is not it. I don't want to be responsible for its support. I am dismayed by the amount of money & man hours wasted to implement this utterly ineffectual software.

305. None

306. fix the system.

307. Slow down and make sure everyting is working properly and then proceed.

308. Listen to the people who actually use the system and those who have to rely on the system for payments.

309. Solve issues and move forward.

310. I like it

311. Make it more user friendly.

312. Streamline operation. Don't have so many steps that could be combined.

313. None...I think Edison was a big, fat waste of taxpayers' money. And in light of the current economic situation wonder how many state employees will be laid off because Tennessee was suckered into purchasing it.

314. First of all fired the dummies who's back pockets got patted, go to UPS and look at their National Accounts Payable same kind of system and see how it is suppose to work.

315. Do not go forward

316. Be more responsive to user issues. Calling in a ticket to the help desk doesn't do anything for the frustration level. Fix whats on the system now instead of getting farther behind with issues that new to be resolved.

317. --

318. None

319. xxx

320. We should have the ability to customize the system to meet our needs.

321. None

322. Increase support... You call the Edison Help line & talk to somemone that appears not to have a clue about what your talking about & your problems don't get resolved. We need someone we can call when we encounter a problem and get assistance with resolving the probelm on-line at the time of the call. Schedule more conference calls and workshops... I like the system and what it has the ability to do. Again, SUPPORT is the PROBLEM!

323. Clear up all previous questions presented.

324. Make it more user friendly especially for whose who are not familiar with the old purchasing system and codes

325. ?

326. improve communication

327. Get the information corrected! (Supervisor names, employees under correct supervisor, etc.)

328. None

329. Make it usable for folks in the field. They have limited access.

330. go forward with the complete process.

331. I have found that alot of people need hands on training not just online or class room training. There has been so many complaints that everyone already has a negative attitude before they are on board. They should have small training classes and not rush through the class. I know scheduling may be a problem but some of the training I received didn't mean anything to me until I started to use it. Maybe in some cases training is being done to far in advance before it is used.

332. Cut Edison back to do only what is absolutely necessary and go back to the paper system for ta's, travel claims, and fleet management.

333. Keep up the good work.

334. Go somewhere else.

335. Enter all contracts on the contract lines, enter correct unit prices, and take care of the Asset problems that is holding the requisitions up days at a time.

336. n/a

337. great job

338. Don't

339. keep fine tuning

340. Work out the problems before implementing

341. I would recommend that steps inprocessing a single transaction be eliminated. There are just too many steps involved in processing.

342. Go back to old system

343. More in depth training, seems like most of the gltiches should be worked out from the experiences of the Wave 1 and 2 agencies

344. listen to front line users complaints

345. Shut down Edison Financials. The previous system worked well for me, and I have had nothing but trouble out of Edison Financials.

346. Look at how travel calculates milage. Some of the travel codes are not working. The ordering of trips is not sequential when calculating milage.

347. Slow down. Increase your knowledge based staff so you may assign at least one representative to "reside" at each agency at least one day a week.

348. Before starting custom the new system with the old one.Edison trainers need to know the old system to help train ask the end users questions on what they need ,system is too rigid does nothave much flexiblity to change.

349. New Governor

350. Streamline better. Too many steps to get something simple done. Provide more training.

351. No opinion

352. It is not set up for the Department of Safety. It is set up for the regular work schedule. Our department needs to opt out if possible or they need to make it more compatible to our work schedules and make it easier of RFP's and other issues. We dont have the scanners across the district to scan all the stuff they want in the system and that is also causing a headache for everyone.

353. Everybody do it !! Maybe have a person to go around to different agencies to help one on one

354. I don't think that it should

355. It's to late for this question.. You have already bought the program. It does nothing for me . I have to conform to Edison and make it do for me..

356. Training before role mapping. Training managers to know new roles.

357. Figure out a way to handle subtracting commute mileage and maybe make a way to copy an entire travel claim, and I'll be pretty happy with Edison, so far.

358. Give proper training need to employees.

359. I just don't know.

360. Patience.

361. It needs to be a lot more user-friendly

362. IT IS TAKING MORE TIME NOW THAN EVER. WITH TOPS I COMPLAINED ABOUT THE STEPS INVOLVED, WITH EDISON, IT IS 10 TIMES WORSE. IT IS SO TIME CONSUMING, TIME WASTED BECAUSE OF HAVING TO LOOK UP "CATEGORY". VERY FRUSTRATING AND TIME, TIME, TIME CONSUMING!!!!

363. I believe it is a very complicated system that is taking work off of the higher up Depts. They have put much more work on my level and trying to keep up is very difficult.   All agencies are having all employees involved in purchasing/Pcards in some manner. Which is taking them away from what their job titles requirements..   Working out of class.

364. I have no problem with Edison, it is the approval process. Also, the process of having to do requisitions for items already on contract.

365. Address ALL problems and issues in a timely manner and RESOLVE THE PROBLEMS. Stop the madness!!

366. I would just say again that I think the training was not as specific as it needed to be. All of the training I got was either on-line or in a classroom setting where it was hard to have individual examples.

367. Adequate training for all employees who will have to use the system.

368. None

369. Better understanding of the Procurement procedures, no approvals by department heads within the agency as previously.

370. Take a look at the problems that folks are having and deal with them on an individual basis.

371. Perform some time comparison between the new & old systems and rework the new system so that it is not as time consuming & difficult to understand.

372. none

373. The state should adopt procedures and policy that Edison can handle instead of trying to get Edison to conform to the state procedures & policies.

374. Don't go live until the supporting data is in place.

375. Give all kind of training that people really needs to perform their jobs

376. Train employees well. Solicit early feedback. Verify feedback concerns and make necessary changes promptly. Keep employees in the loop.

377. n/a

378. hurry up

379. *Faster and more efficient process inplementation.*user friendly data retreival*Edison staff coming to each agency for post implementation training and Q&A sessions.

380. I think it should stop and get rid of the rest of it.Let Bredesen take it with him when he leaves.

381. ?

382. Postpone Wave 3 implementation. Work on resolving the issues with Wave 2. After these issues are resolved then Implement Wave 3.

383. Go forward but with more training and slower implementation.

384. As I said earlier, it is the worst inventory management system that has ever been devised. Hours and hours of time will be wasted not only learning the system but actually doing the required tasks after the system is operating smoothly. It could never possibly benefit anyone in state government except maybe those who have made the state believe that it will save them millions in paper use. Hogwash, We have used 100 times more paper since Edison has been operative. Please, for the sake of us all, take your losses now and learn from your mistakes.

385. none

386. I know nothing

387. It seems to have improved things so far, I don't have any specific recommendations.

388. Go forward OUT OF THIS STATE!!!!

389. Fix all concerns that people already have, one by one, fix them all before trying to add any other additional areas that will most likely have problems of their own that are individual to them.

390. COMMUNICATION! Daily workshops that can be attended as needed for help with areas that are not clear for the user.

391. None

392. none

393. Patience

394. 0

395. Learn how the departments use the product so the training can be better.

396. The training could have been better for some of our employees. Management was well trained, but the employees that actually do the work did not receive enough training.

397. None

398. Slow down, listen to the concerns of the agencies using the system. Fix those problems (and find answers to them) before adding more problems to your burden. From what we've been told in fit/gaps and training, it's a good system. It's just going to take time to retrain the workforce and figure out how to perform our job functions in an unfamiliar environment that is not specifically designed for government.

399. Make system user-friendly. Currently it takes too time to enter data for purchasing supplies and submitting travel claims.

400. I don't have problems with it. Can I do it from my home computer? will retirement system go on edison ? I hope!

401. Fix the programming errors.

402. Make sure the system is working properly-extensive testing.

403. Get more feedback from ALL the agencies using the system and of their specific needs/requirements. For the iNovah component I am not aware of anyone in Driver License (front line staff anyway) being consulted or asked about what would make their job serving the public better. It seemed to me that most of the pre-development for iNovah came from administrative level staff and/or agencies that do more back office cashiering than direct public service cashiering and the unique problems and functions needed on that front.

404. change systems and give employees a raise

405. GET MORE OF THE INFORMATION OUT THERE ON CONTRACTS.

406. No comment

407. IF POSSIBLE HAVE MORE LIVE WORK SHOPS. BECAUSE IT WAS TOTALLY DIFFERENT WHEN WE ACTUALLY WENT LIVE THAN IN THE CLASSROOM. ALSO, TRY TO GET MORE HANDS ON OPINIONS/VIEWS WHEN CREATING PROGRAMS THAT WILL BE USED BY CURRENT USERS.

408. make it more user friendly

409. Make sure there is adequate training before implementation.

410. Explain processes in detail. Make sure staff understands terminology.

411. not sure

412. No comment.

413. Accuracy and training

414. x

415. none

416. Go back to the old system

417. More remote office training for other modules.

418. mareial be step by step and more clearly and trouble resolve.

419. Project Edison should not go forward. It is fundamentally flawed and it is doubtful it could ever function reliably in any capacity.

420. Upload the spending plans and financial information previously entered into STARS for Wave 1 and Wave 2 agencies. For that data which cannot convert with certainty, print an error report for each agency, advising them what to look up, and where.

421. Access to online manuals

422. Agencies need to have query rights; meaning the ability to create their own reporting specifically designed to accomplish their goals. Help-desk personnel need to be able solve the problems that are being brought up right then on the phone or at least same-day instead of weeks and weeks later. A broader spectrum of personnel across the agencies need to be able to address certain functions rather than only one person at the central office having all the responsibility.

423. none

424. Make the transactions occur in real time. There will be tremendous cost savings in unnecessary staff time waiting for batches to run.

425. None

426. Better inservice training and on the job training with TRAINED trainers

427. STOP!!!! Back up, and rethink this. If there are problems now, there certainly will be problems later.

428. Have the system let us know when we've typed the information correctly. Hard to tell if you have filled out all of the screen completely and correctly.

429. Slow down, more system and user testing

430. more research

431. The training provided, both online and classroom, was inadequate. Workshops where transactions are actually entered from beginning to end are the most beneficial. The number one problem for Project Edison is not having enough competent and knowledgable personnel to provide assistance to those experiencing problems. Getting a problem ticket number from the help desk and not ever hearing from anyone is not the solution.

432. none

433. Edison should be able to work more with the deoartments on there special needs. By just saying this is what it is.

434. None at this time.

435. none

436. Every state employee should quit whinning, commit themselves to learning and using the new system. The lack of cooperation from our employees has also been a big hinderance to the success or lack thereof of the system. (if that makes sense) The program absolutely has some problems within it, however, I am am confident that the programmers can resolve them and the software can meet the needs of TN for quite some time.

437. make default locations automatic based on CONUS & point to point automatic calculations based on mapquest, or whatever

438. Just to move foward

439. I don't have any. As I have just said, we need to understand what we are to do now , not start another wave. Work the bugs out of the system.

440. TEACHING PEOPLE HOW TO USE EFFECTIVELY

441. DON'T

442. make it as simple as possible

443. Edison staff needs to really respond to needs of all state agencies in good faith. Several agencies are like my own and have substantial field staff who are greatly affected by Edison protocols. Reporting and other data inputs by employees should be as simple and seamless as possible so as to MINIMIZE contact with Edison and allow employees to do the jobs that they were hired to do.

444. Talk to people who actually use the system

445. Not sure what needs to be done.

446. Fix what we have before you go any further.

447. debug before implementation

448. Pay your employees what they are worth then introduce new equipment and ideals.

449. Please solve the current problems with payment of contracts and vendors, and with procurement. These are HUGE issues.

450. none

451. Work out the problems with the provider prior to the state spending any more monies with the vendor.

452. See previous remarks.

453. Give advance training so we can be prepared for what we have to do. Don't wait until several weeks and tell us to go back and post the information.

454. More training.

455. Maybe they should revisit the agencies on a first hand basis to check to see if their needs are being met.

456. none

457. More Upper level Management approvals

458. Keep doing what they are doing.

459. Keep it simple. Do not add unneccessary steps to the process.

460. IS IT AND WAS IT WORTH THE EXPENSE AND TIME CONSUMED TO MAKE A MANAGEMENT TOOL.

461. Go forward and tackle problems as they arrise. Have more workshops on ALL finanicial compononts. this helps tremendeously. There needs to be more communication as to what we mneed to do and what to expect.

462. None

463. See previous response.

464. TEACH BEFORE OPENING MORNING

465. More testing and compatability with each agency. Not just a canned deal.

466. Understand that this system has created much more work thus far and is not currently efficient.

467. Have agencies set up their own Speedcharts that will make sense to them.

468. Improve "Help" desk operation to a true customer service operation.

469. none

470. Talk to the people who will be using the system.

471. none what so ever. I would like itto go away

472. not any

473. STOP IT

474. We need to be sure that all data is secure - controls should be various and redundant.

475. Stop now so that we can salvage year-end in STARS

476. more understanding of how the system works

477. Give up and try and find a new program instead of Project Edison.

478. n/a

479. traning, instruction, and support

480. I recommend that Project Edison move forward right in to the dumpster.

481. i do not have any

482. Train employees with actual Edison employees, not power users that don't understand what is happening any more than the trainee. Properly prepare training excercises so that employees can practice before jumping headlong into something they don't understand.

483. just make sure you have the correct information and process it so everyone can get paid on time and the correct amount.

484. Security! Security! Security!!I am still concerned about security threats and identity thefts with Edison.

485. Test and train

486. I think that Edison is a powerful tool that should be used wisely. Many of the items that are included in the project should not be as in evaluations. That module is out there but I am not sure why this component has to be in a financial system. Evaluations are private between mgmt and employee and should stay that way. This part of Edison should be removed.

487. All of the bugs need to be worked out and there needs to be some training classes with people from F&A and Edison that can answer our questions without having to wait a day, week, or month. I just believe there needed to be more prep time before Edison was implemented and some the bugs worked out. F&A needs to hire more people for approvals/processing, so the wait is not so long to pay our vendors.

488. The whole system needs to be looked at to see how it can be made more efficient before going forward with anything else.

489. none, get rid of it

490. Making it more user friendly.

491. do a better job of training

492. Better training, better instructors.I had one teacher that was outright hostile. We just need to work the glitches out.

493. Re - write the cashiering program to include the receipting aspect to print off information that can identify a receipt to specific paperwork.

494. ?

495. none

496. I do not have a recommendation

497. stop ignoring the problems state employees are having doing their jobs!

498. NONE

499. Decide who is to do what before you jump in and assign this. We are not sure who decided which person should go to training or not. None of it made sense.

500. 0

501. flaw in travel mileage - pt to pt does not provide for vacinity miles when the miles from pt to pt is less than that calculated by edison - appears there may need to be a way to enter negative vicinity mileage

502. Fix it.

503. None.

504. I'm not sure too many too name

505. We need an objective assessment of how Edison is performing in the agenciees in Edison. Recommend improvements basedon that objective review. We need to take a little time to assess if the State's investment is providing what was expected.

506. Currently, Revenue is completing Sidekick and Edison for travel reimbursement. Upgrade Edison so this is no longer necessary.

507. REGROUP ON TRAINING

508. NONE

509. Get everything loaded into Edison.

510. none

511. let's get the system that pays invoices and orders equipment fixed.

512. Not sure

1)   Have fiscal staff enter only into Edison, with viewing and approval simplified to non-fiscal staff.   2) Walk a task through to every aspect (maybe have

"fake/samples" performed with one person overseeing the beginning to end result.3) Not really sure; needs an IT expert with common sense to implement.

513. The next step should be how it can save the state money.

514. Perhaps test on piloted basis major system changes before implementing state-wide

515. don't know

516. I have just started putting my time in the computer. I said lets do one thing @ time.

517. I have no suggestions other than keeping experienced and knowledgeable staff on the help desk or provide another method of problem solving.

518. get things fixed on a timely basis. or it will never really work

519. none

520. Don't. The only form of training I received for the financial component was an email about an online course. Then I got an email from someone in procurement with a cookbook-style list of steps to reconcile my procurement card. I didn't even know Edison was being used to order items on state contracts until I got a call from my procurement office about confusion over which items I needed to order since the Edison item descriptions were different from the paper-version of the state contract.

521. Hire staff more knowledgeable.

522. I don't really know..

523. Adequate training

524. remedy issues and problems. Enhance training

525. We are learing as we go and ther is not point in stopping now. Let's continue to go forward.

526. NOne

527. Continue to work on the issues of fixing the problems with Edison.

528. none

529. Make sure that all employees are trained properly before throwing them into a system that they are unfamiliar with. Implementation is going forward even though the employees are not trained

530. I recommend that Edison allow some changes to be made by agencies, i.e. when a contract has the wrong contract code assigned to a particular service, the procurement manager should be allowed to make the correction and when a work location was

omitted, the purchasing manager should be able to add that location for the agency. This will not take from the integrity of the system but would make it more user friendly and speed up a lot of corrections.

531.   I don't understand why the state spent so much money on a system like Edison that doesn not work properly.

532.   MAKE SURE IT WORKS CORRECTLY FIRST,AND ALREADY HAVE A PLAN TO CORRECT ERRORS.

533.   Focus on training the users and do more testing before launching each wave.

534.   none

535.   none

536.   Don't have any. The only parts of Edison I use are Time Mgt, Performance Mgt, and rarely Travel.

537.   There needs to be some programming changes made both to the Financial module and the Human Resources module. This could be a really good system for the folks doing the input if there were some changes made. There is no reason in the HR module you should have to keep going back to screens to input different kinds of leave. You should be able to have one screen and put sick, annual, comp., LOPW, etc. on one screen per employee. In the travel module you shouldn't have to keep clicking back to enter different components on one travel authority request or travel claim. It shouldn't be so hard to find the "code" for cities, etc.I don't feel there's anything wrong with the system as a whole that some programming changes couldn't fix.

538.   TRAIN, TRAIN, TRAIN...

539.   none

540.   Find easier and faster ways to process inforation especially with the Inovah cashiering. It is not user friendly, we are Walmart and just endorse a check in the printers. We need something that is going to work faster. I think the equipment is slow compared to the cash registers that we used to use and I think it is cheap and easy to break with the money the State has spent. Here is a good example. We had to order our Inovah Cashiering equipment in 12/08, we went live on 4/6. The equipment only had a 90 day warranty. It was tested om the last 3 weeks of March but in the first 2 days of our gl live one of our imaging devices quite working. We are now doing without at that station. The imaging devices that the checks are run through also jam checks frequently. It just needs to be improved on for future use. I would think slowing down the work force to get things done in this new system would cost us money in the long run (payroll)

541.   Working on the training aspect and using the catalog

542.   DO NOT.

543. I am hoping that they can resolve all this problems because our transaction on Procurement side is slower that it was when we were using TOPS

544. I feel staff level personnel should be appointed to enter Edison data, especially procurement. Most employees are not accountants and should not have to know all the codes and lingo required

545. Abort

546. Training

547. Let's get on with it so we can get used to it.

548. More in depth training of employees to know their jobs better and be more aware of the functions and capablities of this system

549. Edison and F&A Accounts need to work together better. I feel as if they butt heads with each other instead of working together to communicate needs to the agencies...

550. none

551. fix all problems

552. It seems to be a good system but get input form people who have to use it on a daily basis. Find out what functions they need it to do.

553. eliminate repetetive and unnessesary processes

554. Work on the problems and fix them.

555. Too make it less Time consuming to work with

556. None.

557. go ahead and finish it

558. Work together to manage the system.

559. N/A

560. I don't know.

561. Since the other things I've mentioned won't happen, I suggest true, intense, on the job training be afforded those unlucky enough to have to use it.

562. Just keeping making adjustments as necessary.

563. Take recommendations from employees and get the computer programmers to tailor the program to fit the state's needs.

564. Identify Edison contact staff by name. Have designated Edison staff to deal with individual departments. The ACE's were valuable to the departments until they became FULL TIME Trainers. It was unfortunate that the time they were pulled to train was the time the departments needed their help the most. They are not available to help in the Financial component and that is a problem. The HELP Desks do not provide the same level of personal service and assistance. The HELP Desks are not committed to their customers and do not treat callers as customers, the ACE's did that.

565. The Financial Component is not user friendly at all. My employees are spending way too much time doing tasks that they never had to do before. These employees are program managers and now they spend all their time doing Edison entry work.. This is killing our program accomplishments.

566. Spend more time training.

567. I don't know. The harder I work and the more time I put into trying to do the job the state pays me to do, the more frustrated I get with Edison.

568. Have more employee input.

569. Stay positive.

570. make it more user friendly

571. training

572. more training options

573. Shit can it!!!!!!!!!!!!!!!!!

574. DONT GO FORWARD - TRASH IT!

575. telling people more about

576. None - I have no, and will continue to have no, experience with the system.

577. None.

578. More testing up front for 'real' situations. I think it will be a good system if they ever get all the 'kinks' worked out of it, though I have always felt it is good to have your own system and staff that can program and maintain it as opposed to having a system that has to be programmed and maintained by staff from that company or staff that is on contract but that is just my opinion. I think it would save money and the training would be better. This opinion is based on my experience in private industry.

579. none

580. none

581. The system needs to be "real-time". The batching and run time errors seem to be the bulk of the problem. In a real time system, over half of the current problems would dissolve.

582. I have already made some comments this is a repeative question.

583. Correct what needs to be corrected first. Then going forward might not have as many issues to tackle.

584. Scrap the system

585. stop these time consuming surveys to employees who do not use much of stuff

586. Stop now,go back, resolve issues to make wave 1&2 work. Edison can be more user-friendly. Need to take the advise of people who really perform the jobs in certain areas. Don't just hire someone (unfamiliar with certain job functions)to do the research then let them try to put something together that they "think" will work. That was one of the first mistakes. There was a system out there that worked. If the State just tweeked it a bit and gave access/password to employees in their areas of expertise. (it would have been less costly to the State, the system was there & is still in use.) WE are wasting more time with issues instead of being productive. Staff are doing job functions that do not pertain to their job as those whose job function it is do not have access to, whereas they did before.

587. Concentrate on those who are not comfortable using computers for data entry; have one-on-one training for those who need it. Times change. People don't. No one likes learning something new.

588. insist on compliance w/ field support plan of assigning, identifying and training power, super users. get people in place who know what is going on

589. Eliminate paper accounting log for purchases.Do away with weekly accounting of purchases and require only a monthly accounting.

590. Improve the program-Start over

591. Do not continue

592. can't say

593. Fix incorrect data in the system, i.e., procurement contracts and prices are incorrect.

594. SIMPLIFY.

595. None

596. More training

597. get rid of it

598. Timeliness of transactions should be improved.

599.   None

600.   Offer better trainning, every week something comes along that the managers want me to do on Edison that I have never done before and then I have to stop working and figure out how to complete the Edison report by that Friday.

601.   h

602.   train, train, be prepared for more calls from stressed out employees

603.   Have one area working properly before moving on to the next one. The first ones are working as designed.

604.   It should be thrown out it waste way to much time on everythingAs far as the cost, the state never worries about wasting money. I see waste all the time.

605.   NONE! I feel strongly that Edison was a mistake and the state should go back to their normal operations. Tired of hearing that it's hard to teach old dogs new tricks. This system is terrible and is constantly down 30% of the time. It's time consuming and has made my job 50% harder. Get rid of it!

606.   simplify the process

607.   Work on current problems before moving on.

608.   Look at all agencies and what their job requires and make the classes something they can relate to. Not how to pay a bill to Subway for a luncheon, which has nothing to do with the job I perform.

609.   Make it easier to understand. Provide some "cheat sheets" to personnel for those functions that they perform more often.

610.   Training

611.   Review very carefully the value of what has been received with the cost of implementation and the cost to correct the inherent flaws with the system.

612.   To continue on course with full implementation as scheduled to get all State agencies, and employees up to speed as soon as possible.

613.   Have some type of training where employees can use their own data instead of just doing what the on-line training has. This way they can get use to the system and if they make errors can see what they have done wrong.

614.   Increase meaningful training. Continue to hold "hands-on" workshops to assist staff in using Edison.

615.   Employees need to be trained better in the use of this application.

616. more hands on training to ensure that staff knows what edison has to offer

617. DON'T BLAME THE PEOPLE FOR THE PROGRAM PROBLEMSFACE UP TO THE PROBLEMS AND ACCEPT RESPONSIBOILITY

618. The window of time (weekly)to process procurement card receipts is not large enough.

619. Better training. The computer training system makes references to training modules that do not exist. Do not get in a hurry to complete the "project" and wind up with a disaster.

620. I recommend that it NOT go forward! I have not seen anything that is an improvement over the previous way of doing these functions.

621. I would recommend more training, but no amount of training will help you in situations that come up in the field where you're assisting the public. It does to an extent, but the situations you try to get answers for while you are in training, no one knows what to do.

622. I feel that Edison have not supplied the needs for the type of work flow that is needed. Therefore I do not feel that it should go forward.

623. Find out user level of knowledge and procede with training that addresses the weak areas. Reduce the fears that Edison is going to be hard for them to use.

624. none

625. Continue to offer workshops and training after implementation, hand some functions down to the departments and agencies (ex: 'unmatching') in order to free up workloads for help desk personnel and approvers, set up interagency support groups, and streamline some purchasing functions (ex: requiring purchas orders for grant contracts which have already been approve). These could help employees working through a new system and ease the work load on staff in Edison and Finance and Administration.

626. do not know

627. No comment.

628. none

629. I think Edison is an awesome program and that we will only ever learn a small fraction of what it can do, but as I stated previously, the training was horrible. It was basically no training at all. A big waste of money. The teachers were like programmed robots. I looked forward to each class hoping I could learn the system and come back and use it, but this didn't happen. What I have learned was in the two workshops after we went live (April) and what I have taught myself. It is not really that hard, but extremely slow. When trying to process from one screen to the next, budget check, etc., you just have to sit and wait and wait and wait. Also, it kicks you out too much. I know this is probably for security reasons, but I still think it is too often.

630.   I have been told that the reason some of the bugs will not be fixed is that it will cost money to fix it and the state does not want to spend that money. Why implement the system if that is the case?

631.   Simplify directions. I think the report manager is confusing to a lot of people. They want to push the run button and the report pop up. They don't understand going to the report manager and waiting until the process is posted before they can view their report.

632.   JUST DO IT.

633.   None

634.   ask for a refund and go back to the old system!

635.   Central point to gather and track problems and the steps to correct them.

636.   FIRST: correct the contract errors already in Edison. 2nd. make the modules more user friendly

637.   just keep at it and work bugs out as they come along

638.   Fix the problems!

639.   Overall I am quite content with EDISON. I find it works very similarly as STARS except on a much better accounting scale. I would recommend that EDISON training be more in depth one on one with agencies so there is a better picture and understanding of how that Dept work flow will be handled. I would recommend that the information on handling accounting transactions was made more clearly through training- I experienced several changes in how a process was to be worked in EDISON that caused many transactions to be adjusted and modified which was again time consuming to be done.

640.   no recommendations

641.   do away with the project completely so I may get back to doing my job

642.   Either get more people to accomplish the needed work, simplify processes to reduce number of screens to accomplish a task, or get rid of Edison all together.

643.   8>)

644.   Fix all problems now..

645.   keep making upgrades base on the problems that arrise.

646.   THAT IS TOO HARD OF ANSWER

647.   Get a system designed for sate use

648.   A needs assessment would have been a good idea before proceeding to initiate a major software change.

649.   Limited users should have a more user freindly process for submission of travel

650.   don't know and don't know why i received this survey

651.   more training by trains that actuially work with the system.

652.   Listen to folks in the field offices, answer your emailed questions and slow down. All of this is almost too much to absorb.

653.   I wish I knew. Alot of money was used for this system. Its not a matter of fixing it or not its how soon. When you spend this larege amount of money on something you have to make it work. More research should have been done.

654.   try and use travel defaults per Consus rates

655.   Go back. abandon this system

656.   Have a good point of contact for questions

657.   More controls are needed to guarantee that people responsible for approving travel (and other transactions)do so in a timely manner.

658.   Get training for the employees for Wave 1 and Wave 2. So many things are wrong with Edison training would give tools needed to deal with those. It would also give employees opportunity to have questions answered one on one. Currenly the help desk is not able to really fix problems they just bandaid them and give you advice on how to get around things.

659.   Work out the problems that currently exist. Examine the overall system to accurately access its potential application to government business as opposed to commercial business.

660.   Train,train.train

661.   More training!!!

662.   Make sure bugs are worked out before proceeding.

663.   None

664.   Make the system user friendly, easier to navigate, and have help available that actually can answer the problems that come up instead of pushing off to another person or saying " I do not know the answer and hanging up on people"

665.   Redo alot of the way we have to get information. the system is not user friendly when trying to access information. There are too many screens to get to to find out what is on

contract and not. The old system we had commodity codes we could look up. One screen virses God only knows how we have to search on to find info now.

666. Business processes must be in place in consultation with all state agencies. We must have accuracy and efficiency paying bills and we must be able to transfer assets from place to place without going through the Division of Accounts

667. At this point, concentrate on the basis, get the everyday financial functions working then the reporting functions and final the means to export many Edison generated reports to excel.

668. Test Test Test

669. provide user testing and hands on training prior to going live.

670. Classroom TRAINING!!

671. More staff should be placed on the Help Desk to resolve issues that have been presented to them. With limited staff it takes too long to resolve issues that need immediate attention for agencies.Make sure that all contract lines are correct and if not correct them quickly as this impeeds the agencies from using them as needed.When tickets are given to resolve problem...do not put those problems off for weeks until they can be correct.Do not activate wave 3 until all problems have been resolved.

672. MAKE IT SIMPLER FOR THE COMPUTER NOVICE

673. Do more testing prior to implementation

674. After full implementation has settled down, possibly after a year, begin to evaluate Edison processes/steps with an eye towards decreasing the inordinate amount of time it takes supervisors and management away from their core functions.

675. The training was too vague. It needs to cover the exact duties the user will perform.

676. I would recommend more training, especially for management. Online training is fine for stuff you don't HAVE to know, but for stuff you MUST know, then you should go to a class for better preparation. When you go to your supervisor for help, it would be nice if they could answer a question with authority.

677. I feel that the State needed a new system so that everyone did everything the same way.I feel that Edison will be a good system,but more time should be given to those people responsible for getting modules to work correctly before more people are cut from the Edison Team.

678. Train the trainer would have been the best approach to Edsion. Train two to three people from each Agency.

679. none

680. Put it off until we can afford training for employees and the hiring freeze is lifted so we can replace employees who leave due to being overwhelmed by the new system.

681. Fix the problems at hand. Take care of all of us who have issues. Respond back to our trouble tickets even if you have to say "I am not sure" and I will get back with you!!! We need reports close to what we used before to help us do our busines TODAY!! Later we can experience the other supposedly great features of Edison LATER!!!

682. don't know at this time

683. Slow down and work out problems for adding more onto the system. If we are going to have this system for the next 20-30 years what difference will a few more months of delay make to work on some very real problem areas.

684. Not to go forward

685. We have now received the third notice from Fed Ex that unless their invoices are paid service will be discontinued.Our office cleaning staff has not been paid since February. The bugs need to be worked out of this system to enable prompt payment for services rendered.

686. More training by region on the time reporting and approving.. I would like to the computer to automaticly update instead of waiting for a day or two.

687. Presently, I use only 2 modules - time and travel. Time has been no problem. Travel needs to be fixed first. I've heard procurement is a nightmare - I attended that training (mandatory), but I don't perform the job - training was very complicated - many steps... Not sure why I was scheduled to go...am thankful I do not have to do the job. Why not have PeopleSoft fix/repair modules already in place to be more people-friendly before going forward? Maybe our budget will be in better shape by then...

688. not a clue

689. More Study and testing

690. I see no problems thus far with the entering of leave and payroll. I have had great (easy) success with receiving merchandise in our office.

691. none

692. Continue use of the Help Desk and agents.

693. Better training. Edison teacher did not have a clue on the way we handle state business.

694. Don't have any.

695. stop, think, and react when all info is in

696. Push it through

697. I WISH IT WOULDN'T,IT'S TRULY WASTED MONEY;PEOPLE ARE HUNGRY AND BEING LAID OFF. ALSO IT'S HELPING TO CONTINUE THE BAD REPUTATION THE STATE HAS CONCERNING SLOW PAYMENTS,ETC. BUT IF IT'S TO CONTINUE,MORE TRAING,MORE TRAINING,MORE TRAING................

698. Pray

699. ?

700. Start over

701. Provide rural users to faster internet access...wireless cards, rebates to help pay for satalite access.

702. This system is horribly unser unfriendly. It is so time consuming it's crazy.

703. test test test

704. Meet with folks that are actually doing the job that a program is being set up for and make the program and the TRAINING applicable to what they actually do.

705. The significant issues with the first two waves must be addressed. The comment regarding "resistance to use" as a means of explaining the negative impact of Edison is foolish. Meet with the actual users; address their issues.

706. Fix the current problems before going forward.

707. Edison is awful. I have no recommendations that I can type.

708. Sloew down , test more more more more

709. I recommend more hands-on training with Edison.

710. Increase the staffing for Purchasing content team and give them the tools to repair issues as needed. When in training, please have someone knowledgeable with state polocy's and guidlines along with the edison teachers to help explaing the tranisition

711. have all problems sloved and study that may prevent same or simular problem

712. More indepth testing of entry methods in travel module

713. Get our $134 million back. The Nashville Tennessean stated it would save $500,000 per year. That's 268 years for recoup without interest.

714. DON'T DO IT! TOO MUCH MONEY IN THIS SYSTEM COULD HAVE USED IT TO SAVE SOME JOBS!

715. TRAINING TRAINING AND MORE TRAINING BEFORE GOING LIVE

716. ?

717. make sure they all understand how to use it

718. FIX THE PROBLEMS WITH THE EXPENSE REPORTS.

719. Better training with smaller groups prior to implementation using real situations that our group will have to deal with on a regular basis.

720. stay on course- it will work

721. none

722. The only part I work with is travel. The travel claim component is much better and faster than the old way. However, I learned in about 15 minutes how to put the information in from a supervisor. All the manuals and online training was worthless. It was confusing and did not address our need just to learn the travel component. This was much wasted time.

723. I DON'T KNOW ENOUGH.

724. Go back and fix what is wrong, now before more bottlenecks occour.   Have each agency assign up to 10 individules to do all of their financials until all the bumps are fixed.

725. None

726. None

727. Please have correct information available for people using Edison

728. more training at all levels. Make more user friendly to everyone

729. Continue to communicate with users.

Wave 3

1. Develop agency training that incorporates processes not just functionality.

2. I do not know.

3. None

4. Spend more time in the agencies to understand their specific issues. Edison staff should have learned how the agencies process payments unique to their agency and explained how they will be done in Edison. Training classes are helpful but do not address anything outside of normal state processes.

5. The training is geared to the tasks employees in private industry would perform--not the processes we are required to follow as government employees accountable to the public for how tax dollars are spent. The trainers should be knowledgeable in government practices, not just teach system applications.

6. Fix all the problems

7. Try to make it more user frendly so you do not have to be a computer progamer to use the system.

8. Don't Know

9. none

10. none. i am not qualified to design an accouting system. edison does not seem to be either for the tax payers money we are spending.

11. Better communication with the agencies; Respond to questions; have solutions for potential problems

12. -

13. Train by job tasks not by Modules. For instance, requesting and recording federal revenue. Build better reports. Slow down and work more one on one with the bigger agencies especially the ones that will impact State cash.

14. They need to listen to individual deparments concerns and address each problem head on. Don't assume that the deparment does not know what they are doing. Each deparment has accepted the responsibility of doing our business within Edison, but if Edison doesn't work properly or resolutions are not produced timely it becomes very frustrating. Don't assume that we don't want to change. Everyone is trying hard and we have accepted additional work, with approving, scanning and yes printing copies (for verification purposes)along with our normal Departmental work duties. Each department had specific work duty procedures to follow before EDISON came on the scene. Guess what,we still have to complete our departmental job duties as well as attempt to do new work in EDISON which may or may not work properly.

15. Too expensive, go back to old system.

16. cancel

17. I have no recommendations for the Project Edison to go forward. I think the Edison Project is a very, very, expensive project that should have not happened. Paperwork was working very efficiently.

18. Listen to the customer agencies. Go on site. Work with the agencies to revaluate the processes. Do not rush, practice the processes with the agencies.

19.   I want know until I've worked in Edison for a while

20.   Take your time and go slow. You don't want the system to crash, and you don't want a financial disaster to happen.

21.   Get people at the payroll and financials help desk that know what they are doing, not just complaint takers who then have to shuffle it off their supervisor for answers.

22.   Be sure Edison can handle the big departments before you go live. A week ago I had my correct employees for leave and attendance and while I still have those I also gained by boss this week. No one can seem to tell me why he is now on my list of employees to approve their payable time.

23.   none. I think the training and set up of this system is on schedule

24.   More hands on at the worksite with employee trainers.

25.   Stop. Do not pass Go. Much more testing needs to be done on Wave 1 and Wave 2 problems before this sytem goes any further. As evidenced by the fact there were so many negative responses in Wave 1 and Wave 2 implementation. Why would you go forward with Wave 3 when previous modules were not successful. Time to stop and reevaluate the time and man hours that have been spent on this system. If it can not be geared to address the needs of the users going forward is a mistake.

26.   Make sure it works for all state agencies, Judicial, Legislative and Executive. Make sure the flow goes from HR all the way through the system so that processes do not have to be re-entered so many times. More workshops to help employees learn the real needed aspects of their jobs in each module.

27.   Not sure

28.   Please provide a way to print out ALL of the on-line tutorials used when learning on-line so we can go back and look up what we need or forgot when we actually started using a certain phase. Having a manual to refer to when you have forgotten something you learned on-line but can't remember would greatly help us when we begin to start using the expense report screen or the TA screens, etc. This would greatly help everyone to not be so hesitant to use Edison because of it being a new system,to know that they can go and look up what they need to do next when they are entering data in Edison; like an instruction manual. There is only 1 or 2 categories available for printing, but those that are available are a great for referring to for help!

29.   Do not know, still have not been signed up for all the training classes I have been told that I need, and not sure how to do my job in Edison.

30.   None

31.   There has to be real training with people who know what they are doing. We share office space with Revenue's Fiscal Office which is in Wave 2. Two people went to workshops

for the same issue (contract conversion) but were in two different rooms with two different instructors and came back with two different instructions on how to make something work in Edison. One set of instructions worked,,,the other did not.Also, there needs to be a much faster turn-around response from the Help Desk. My co-workers have waited for days and are still waiting for some responses to "help tickets". It would also be very helpful to have "user" meetings where the A/P people in Fiscal Offices could compare notes. (Clyde Phillips used to host "Clyde's Corner" monthly where Account's news was broadcasted but users would talk about problems and what they did to correct them.

32.   None

33.   More detailed communications to specific areas rather than mass communications that don't apply to most.

34.   More training need to take into consideration limited access for on line processing.

35.   Implement it in a test area first to see if it is going to work properly before going statewide with it.

36.   NEEDED MORE TRAINING IN THE TRAVEL

37.   I think the system could be satisfactory if all issues were resolved before adding other problems.

38.   None

39.   ..

40.   Dont know

41.   Give the employees hands on training

42.   More workshops to help employees learn the process at go live until they are comfortable with the processes due to terminology differences etc.

43.   None

44.   make it simple to process payment quicker

45.   I don't know the solution, maybe a little more time before Wave 3. If the other agencies could get more proficient with use and correct areas with problems, that may make the transition easier for Wave 3.

46.   I don't know enough about the project to be able to give a response.

47.   Faster resolution to problems.

48. Watch out for jargon. For instance, this survey asks about speed charts. I don't know what that is.

49. None at this time

50. I would like to receive more specific training as to how our department will use Edison Financial and I would like to have the training closer to the implementation date.

51. Get it out to all regions and lets work in unisom.

52. Intense one on one training.

53. Before you start the new wave, correct what is currently wrong. That way when we go into phase 3, you will not have the other issues to contend with. You can focus on current issues at hand.I do want Edison to work.

54. None

55. Our specific area will need considerable modifications in order to facilitate the work that we perform. Because the Edison system that the state purchased is essentially an "off the shelf" system, with a very limited number of modifications, the tasks performed in my work area will necessarily be adversely impacted, rather than facilitated by the Edison system. If, down the road, improvements to the system are funded, then the Edison system may actually achieve some time savings for those in my work area.

56. .....

57. I don't know enough to even answer this question.

58. trust you have placed the proper people in the right places and carry on. Life is about change, constant and the sooner you implement it, the better people will take it. the longer it takes the more negative talk there is about it and then instead of having to work it out, they make more noise about it and rumor mills abound along with mass negativity

59. I think training if there is anymore should be more agency specfic. Also, there are too many approval hoops to go through. I think it is a bad practice to have to rely on a director to get me a payroll query, whereas as an acct 3 I was able to get this information on my own under STARS.

60. Delay the implementation of Wave 3 until some of the issues are resolved

61. Scrap it. It is a colossal waste of state monies and state time. I realize that STARS is old, but guess what? It works!!!!

62. Fix all the problems & then do wave 3

63. more time given for learning

64. Fast processing time and a report writer

65. more training

66. Make sure help is easily available when one has a question or problem.

67. I do not believe that the system was tested before it was purchased so that the problems that the systems has are the results of trying to have a off the self program doing something that it was not design to do and with out going into the programing I don't believe that some of the problems can be fixed.

68. More support at the local level. Our local support is poor

69. The implemintation team / content team needs more help.

70. To implement the program as unintrusively as possible.

71. NONE

72. MORE TRAINING, NEED PROFESSIONAL AND TALENTED CUSTOMER SERVICE

73. Add Commute Mileage to the travel and expense center.Instead of PURCHASING mileage charts from out of state trucking companies, use the mapping systems available (TDOT, Rand McNally, Microsoft Streets & Trips, Yahoo Maps, Google Maps, etc.)Especially use TDOT. That mileage is most accurate since THEY ARE STATE EMPLOYEES AND DRIVE TO AND FROM THOSE POINTS EVERYDAY.

74. Edison training has been focused on Accounting more than anything. Not one person in this office has a clue how the cashering module is going to work or how it has been designed to fit our needs. Edison staff need to be onsite and in touch during any implementation process

75. Not familiar with it enough to comment.

76. None

77. STOP wasting employees time and tax payers money on this system. It has only made our jobs more difficult, time consuming, and more paperwork. We would all love to have a system that would reduce paperwork and make our jobs easier - that's not EDISON.

78. .

79. KEEP ON, KEEP ON

80. Have one department go live and get all the bugs worked out before continuing

81. Don't have recommendations at this time.

82. not any.

83.   none

84.   Pilot Region, sufficient training

85.   There should be more recognition that one size does not fit all. The cashiering system should not be the only way to record revenue from the public. The system should be open to allow better ways to get deposit information to Treasury and into the general ledger without compromising good procedures and efficiencies that are now in place. The Fleet Focus system should be revisited. It will not meet the needs of the State in its current form.

86.   don't have any questions. Just give us some hands on trainin

87.   Communicate in a timely and informative manner. Work closely with Wave 3 agencies. Consider a help desk system that will direct calls to the topic-appropriate queue (for example--if you're calling about a Strategic Sourcing Event, push 1). Make good on the promise to offer post go-live support. Due to deficiencies in Edison training, the workshops being contemplated will be critical to agency success.

88.   Focus more on the actual issues with Edison rather than blaming them on user error.

89.   Have workshops for people to attend with instructors to work with employees to get the basics down better. This is going to have to be taken a step at a time.

90.   Get rid of Edison

91.   The training so far has been mostly exposure to Edison without in depth training. I think more training locally would be better. A master chart with numbers at each function in sequence corresponding with a list of those numbers with instructions fully explaining the numbered step in the process.

92.   none

93.   be receptive to feed back form the field

94.   It doesn't matter what is said by any one all I hear is this is going forward so why bother with any surveys?

95.   Don't train people on a function before it is at least close to its final form so we don't have to waste our time and relearn it later.

96.   THE SYSTEM WE HAVE NOW HAS BEEN WORKING FOR US LOCALLY. I DON'T KNOW ABOUT REGIONAL AND CENTRAL LEVEL. I PERSONALLY THINK THE $135 MILLION HAS BEEN WASTED. WE SHOULD'T HAVE TO KEEP THROWING GOOD MONEY AFTER BAD.

97.   Needs to taylor the needs of each different department and agency better.

98.   Resolve the issues encountered in Waves 1 and 2. More involvement from the Edison staff in the agencies to ensure a smooth transition. More training on how staff will actually perform their duties in Edison, such as step-by-step comparison of federal draws in STARS and Edison. I really need a step-by-step guide before July 1 to be comfortable with the transition.

99.   Work all the kinks out before going forward and have better training.

100.   Make sure that the first component (in this case, HR/Payroll) is working correctly, effectively, and efficiently before going live with another component. Is just common sense!

101.   .

102.   The Edison Team needs to be more involved in the development of the system as it relates to each agency. Edison team members should be knowledgeable of business processes, individule roles necessary to accomplish the business process and assist individule agencies in ensuring they have properly role mapped, attended related training that applies to "live" processes not the navigational courses we received.

103.   Make sure that the symtem is working at 100% before including the entire state.Too much critical information is at stake.

104.   Work with employees who actually do the work on a daily basis and get their suggestions for improvement.

105.   More real life examples in the training

106.   Slow down. Get your head out of the sand and accept there's a major problem; go back and do more and better training that isn't so general it's useless; agree to run parallel systems for the first 2 to 3 months until we know payments are getting to vendors. People have to eat - if they don't get food stamps or foster payments, it could be a disaster.

107.   Hands on workshops of front line employees.

108.   I think it would have been better if they had visited each agency and asked to see samples of all prior transactions and that way you could have reached a reasonable degree of security that you were properly entering the necessary information. The largest agencies have not began Edison implementation and this is rather frightening. We will evidently closing the prior fiscal year in STARS and opening the new fiscal year in Edison. VERY SCARY

109.   Include the people that acutally do the day to day processing of the work.

110.   After the Comptroller's HCM survey and subsequent communication, (and likely anticipation of a financials survey) the Edison and F&A teams have attempted to be more inclusive of agency staff (including going back to those in the first waves) in terms of

proposing workshops and greater communication of problem areas that arose in the first waves. They are making an attempt to discuss unique business processes and communicate more with agencies facing those kinds of issues. Even at that, the movement is slow and leaves little time to make changes necessary to accommodate Edison requirements since knowledgeable Edison staff are few in numbers and stretched too thin.

111. Better training.

112. Talk to agencies to get ideas on what systems they are currently using to see if Edison will talk with that system. A credit card machine would be great in our health departments but for some reason they opted not to purchase at this time.

113. Better training should be provided to everyone that will use the system.(not that clicking training that is currently provided. I believe that some information is being provided to top Management that is not filtering down to the people that will actually do the work. Maybe newletters to everyone using Edison or Edison Financials would help make all of us feel like we are a part of this change. I think that better tracking of federal funds and vendor payments and refunds should be in Edison. We should have the ability to tie the original payment to a federal grant at a later date without losing the audit trail. Also we get many requests from auditors about vendor payment history and funding. Edison should have the ability to track this.

114. Adequate Hands on trainig.

115. stop using edison and check on other programs that would be budget friendly

116. I would have felt more comfortable with Edison, had the State decided to run another system parallel for at least some period of time (six months or so). I understand that this is an expensive alternative, but at least from my perspective, it would have added a great deal of comfort. It is my understanding that this idea of running parallel has been completely taken off the table, but I think it's a worthwhile suggestion.

117. I am not yet very familiar with the process, so I have no recommendations.

118. None

119. More communication, better training.

120. none

121. NONE. GET RID OF LIKE OTHER STATES.

122. Correct the input options so that employees aren't comitting fraud.

123. Edison needs to present a working program to the agencies which are going to utilize the program. If you are going to source an event, at least have a manuel to follow cataloging the different steps that will achieve theactual goal. Show me the "trick".

124. working out the bugs.

125. I can only speak to the procurement section. Training which begins at the beginning of the ordering process and moves in logical steps to the completion of an order, using examples which follow state purchasing guidelines.

126. Give everyone information on what has gone on so far and feedback as to what other Wave 1 and Wave 2 agencies encountered. Their success or failures and improvements to make sure any failures won't reoccur.

127. Move the go live for Wave 3 until the fall giving the agency more time and out of our peak season of getting massive contracts in place by July 1.

128. Delay Wave 3 to address all still outstanding issues before undertaking more.

129. More time & training

130. I don't know enough about it in order to have recommendations. Sorry.Good Luck.

131. Everyone of us have different needs and uses for this system, and alot of the training did not apply to my needs and area.

132. answer phone calls when needed

133. Each user needs to know what job duties they are supposed to be doing in Edison. To date, this has not been explained.

134. Get all the bugs worked out.

135. Have Edison and State office people ready to help or have some one come to the field

136. Run a parallel testing for wave 3 agencies to make sure that all kinks have worked their way out before completely shutting down STARS.

137. For the first three months, utilize both systems. A glitch in Travel claims would be bad. Many caseworkers depend on their reimbursement checks and delays might affect the performance of them.

138. None at this time

139. better front end training

140. Let's do it.

141. Take an critical look at those problem areas.

142. dump it.

143. get it fixed before others get on it.Why did the state choose a system that takes more people to operate when Tennessee is trying to downsize government?

144. Work more with the agencies and the lower level managers. If you start out showing a broad overview of how the system works and then get into the detail then people may know what you are needing when they sen out forms to fill out.

145. More workshops; allow users to get into the live system before go-live (if not alone, at least in a workshop or in observing other agencies). Procedure manuals (not training manuals) that actually tell us HOW to do our jobs, not just an overview of the module.

146. Project Edison needs to address corrections where wave 1 and wave 2 employees have experienced "bottlenecks." More training and information needs to be given to employees so that they understand what to do in Edison.

147. Scrap it.

148. At this point I do not have enough knowledge of Edison to make recommendations.

149. None.

150. Someone telling me - simply and to my face - what it means in my day-to-day operations.

151. Test, test, retest Make for certain with all agencies input that their modules/components are working and don't discount agencies questions and concerns. Postponing implementation of wave three would benefit all tennesseans.

152. Slow down. Take the time to train employees adequately. Pilot changes in small areas. Solve problems BEFORE going live else where.

153. Patience, Humility, perseverance, prayer.

154. I don't think Edison should move forward. I think the State should stop implementation of any further Edison projects. Too complicated.

155. Streamline the usage, it seems that many steps are required in order to complete process. Training was very generic and not specific to actual job duties.

156. They need to make it a little more user friendly and less complicated.

157. Less down time and better communication to the people that are forced to use this system. Also, better training modules that actually tell you not only what buttons to push in a useless example, but why you are pushing those buttons. It seems to take forever for things to run, and if you are on the system while it is running it will lose any changes made. Data has been lost, and yes we are waiting for the Processing and saved buttons to clear. We have no list of numbers to contact, and when there is a problem we may find out after the fact.

158.   Stop moving forward until current issues are resolved, including critical break downs.

159.   dont know

160.   Allow vital record toretain our system and provide a lump sum transaction into edison daily

161.   Be understanding when we might have to do things differently than how the system was set up to get what we need.

162.   If Edison staff does not know how to get errors corrected, they need to find out ASAP. The staff should be in place to help Wave 3.

163.   I do not have any recommendations

164.   Not sure.

165.   Perhaps hands-on training

166.   I do not think it should go forward. I think this is a "POOR" system and should be scrapped. The number of state employees that truly think it is a "poor" system stagers the imigination. This includes the lay persons, management and even some upper management.

167.   Reporting components are important - make sure they are in place when implementation begins - not months down the road

168.   Look at the questions asked when offices are trying to use the system and fix it so it is more user friendly

169.   I would say dump it, but I know that won't happen.

170.   MAKE SURE EVERYONE KNOWS WHAT THEIR RESPONSIBLE FOR. WHAT INFORMATION THEY'RE REQUIRED ENTER.

171.   Work the current bugs in time and payroll out before proceeding with full implementation. Postpone Wave 3 implementation until at least August 1.

172.   OUR PEOPLE NEED MORE TRAINGING

173.   I would get all the bugs worked out of HCM, any there are in FSCM, and insure that all staff have received the training classes they need to do their job. We have some staff who have not had the basic classes yet to pay invoices, and we are now being told there may not be any more classes until after go live. That should be a concern. This will result in errors in processing invoices, which will result in upset vendors. Vendors will not get their payments timely. Also, it has been way too much to ask of employees to spend countless hours completing surveys and worksheets to get ready for Edison, in

addition to doing regular duties, while at the same time losing many staff to the voluntary buyouts last year.

174. To work with agencies supervisiors to be sure all area's are covered.

175. It would be helpful if Edison was able to provide better communication, particularly about issues/problems and how to resolve them or better yet how to avoid them.

176. Let's hear from the Wave 1 and Wave 2 users about their experiences. Also, trainers should be added who actually use Edison, and have used STARS, to make the training more relevant.

177. None

178. I would recommend that employees for the help desk be available longer hours than they were during the HCM implementation. Possibly, that might help workers trying to complete functions.

179. In order to know how it is going we need to do it.

180. Additional training possibly on site.

181. Make sure the program works before it is presented to the state agencies.

182. Edison need to be tested in a live system before it is implemented

183. Nothing yet.

184. find another system

185. Just do it. Seems there are so many things the "doesn't work". Other States apparently have tried PeopleSoft and failed. It is not a "user friendly system"!

186. BETTER TRAINING AND UNDERSTANDING OF HOW IT WORKS AND CORRECTIONS ON MILAGE

187. I feel that this should have been tested and more hands on before going live and a lot of trining and work out all the bugs before the whole state if forced to use it. I really don't think there is a good answer to this. Just be prepared to have a lot of problems like we are still haveing with Time and Attendance.

188. How can I make a recommendation on a program that I have not had the chance to put into practice? Frankly the problems that most people have experienced with the implementation of Edison Wave 1 have tarnished any real hope that the financials go live will be a smooth transition

189. If an agency tells Project Edison about a problem they should not tell us that a problem doesn't exist or blame it on user error. They were hired to work with the State to plan, design, and implement this new system and they seem to feel that their work is over. Just

prior to and after implementation is the time that agencies need Project Edison's assistance the most and I don't feel they are invested in this project any more.

190. Don't know

191. None

192. Review the entire system. Can it be more adapted to each agencies needs? Considering the vastness and diversity of agencies and services, can one size really fit all?

193. no comment

194. A lot of the courses only touch on the basics and not the actual job that is being performed. There should be follow-up or advanced courses scheduled.

195. Provide reasons for Edison business rules, some of them seem arbitrary. For example, why can we not establish program and user codes using alpha characters? We were told not to use alpha characters when we brought up STARS and told later that we could use them.

196. Allow more people to have a thought in the matter. Don't be to assumptive that everything will be correct.

197. Current issues should be resolved before going forward.

198. Additional real time testing and reference tools for he average user.

199. Insure all employee have training; both UPK and Regional training if requested to help employees feel more comfortable with next implementation.

200. Stop. Reassess. Reevaluate. "Edison" has been used by other state governments (under a different name, but the same system) - research that history and see what the outcomes were and then assess the amount of money spent thus far and estimate going forward - is this where our state needs to be spending dollars in the current economy crisis - on a faulty system that other states have abandoned due to the problems encountered?

201. N/A

202. I don't know, but we try our best with whatever is assigned to us - so let's go for it.

203. Not sure.

204. Check the logic on the survey questions.

205. The number of entries on an expense report should be reduced. Also management should not be time keepers. This is a clerical function.

206. AT THIS MOMENT, I'M NOT QUALIFIED TO ANSWER.

207. Listen and respond.

208. Fix any current problems before proceeding with further implementation.

209. I would recommend delaying Wave 3 until all issues are resolved with Wave 1 and Wave 2. Also, I recommend timing the implementation of Wave 3 until after the fiscal year is closed out so that employees could concentrate more fully on it and devote more time to training.

210. don't know

211. Have already mentioned them in previous questions.

212. You definitely need more than six employees on the Edison Helpdesk team to cover 45,000(approx?)state employees.

213. Training is required

214. Find the problems and fix them.

215. There need to be enough well-trained staff to be used for guidance so that questions can be asked and explanations provided.

216. I have no earthly idea.

217. I believe Project Edison (as a whole)has many flaws and should be suspended until ALL the bugs can be fixed. Why continue adding the various components when the first ones have proven to have defects -- ?????

218. Include the people acually using the system in the process. (this would include: Accountants, Account Clerks, Accounting Technicians)

219. Delay in implementation to insure updating the Edison software package to meet the Department of Health requirements.

220. PROVIDE TIME AT WORK FOR PEOPLE TO WORK THE ONLINE TRAINING MANUALS.

221. NA

222. Better training in the field with hands on instead of just classroom.

223. Until the financial system is in use by Wave 3 agencies, I do not have enough experience to recommend.

224. An Edison staff/consultant should be temporarily assigned to and located in each wave 3 agency as an onsite resource to answer questions, assist by showing how to do something and resolve issues as they come up. More people need to be trained as superusers. More people need to be trained to produce queries.